

CapTel 800®

How-to Guide



IMPORTANT! Dialing 911 in an Emergency in 1-Line Mode

To reach help as quickly as possible in an emergency, all 1-Line *CapTel* calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the Captioning Service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.
- Emergency 911 calls are treated as Voice Carry Over (VCO) calls during which the 911 call-taker can hear everything you say, and then types his/her response which appears on the *CapTel* display screen.
- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You may not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.
- Watch the *CapTel* display screen for information.

Dialing 911 in 2-Line Mode

If you use *CapTel* in 2-Line mode, calls to 911 are handled exactly the same as if you called from any other phone connected to your telephone service. Plus, you get captions of the call directly from the Captioning Service.

⚠ Please familiarize yourself with Dialing 911 in an Emergency on page 26.

CapTel is the latest innovation from  **Ultratec**

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Congratulations on Choosing *CapTel*!

Welcome to the Captioned Telephone – *CapTel*! With *CapTel*, you can see captions of everything people say over the phone, letting you enjoy calls with confidence.

Please take a moment to read this guide and learn:

- How to start using your *CapTel* phone
- How your *CapTel* phone works
- How to get help when you have questions

We want the *CapTel* phone to be enjoyable and convenient for you. As you use your new phone, we welcome your questions and comments. If we can help, please call – you can even call using your new *CapTel* phone!

Sincerely,

CapTel Customer Service • 1-888-269-7477 • www.CapTel.com

Toll-Free Captioning Service Voice Number

Give people who call you the appropriate Captioning Service Voice Number in order to get captions when they call you (1-Line *CapTel* users only). See directions on page 19 to get captions on incoming calls.

Captioning Service Voice Number1-877-243-2823

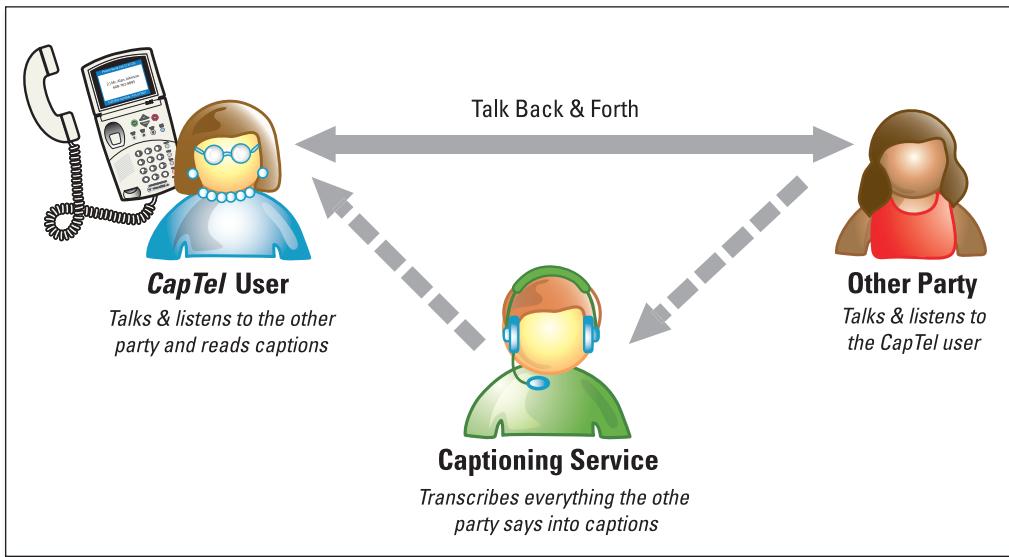
Exceptions:

Federal Relay <i>CapTel</i> Calls1-888-801-7210
Spanish-to-Spanish Captioning Calls1-866-217-3362
California Residents Only (Non-Federal)1-866-399-9050
California Spanish-to-Spanish Only1-866-399-9090
Texas Residents Only (Non-Federal)1-800-933-5129
Texas Spanish-to-Spanish Only1-800-933-5417

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CapTel works like any other telephone, with one important difference: it also displays written captions during your call. The captions are provided by a free service that connects to your calls. The service transcribes everything the other party says into captions for you to read on the *CapTel* display. Captions are treated with absolute confidentiality.

NOTE: *The CapTel 800 phone does not generate captions by itself. The phone works with the Captioning Service to display captions during your call.*

This section explains how to start using your new CapTel 800 phone.

TOPICS:

- **What is in the Box**
- **Overview of *CapTel 800 Phone***
- **Using a Headset or Neckloop (Optional)**
- **Setting up your *CapTel 800***

What is in the Box?

Your *CapTel 800* includes the following parts:



- *CapTel 800* Phone



- Telephone Cord



- *User Instructions*



- Power Adapter –
to plug into a
wall outlet



- Warranty Card

Overview of *CapTel 800* Phone



1. Display Screen

Shows captions, Caller ID, Phone Book entries and more.



2. YES Button

Allows you to access and select items in the Options list and respond “Yes” to questions or commands on the display screen.



3. NO (Exit) Button

Allows you to respond “No” to questions or commands on the display screen and to Exit out of the Options list.



4. UP (Back) Button

Allows you to move up through items in the Options list and move through entries in your Phone Book or Call History. Also lets you go back to review captions that have already scrolled off the display screen.



4. DOWN (More) Button

Allows you to move down through items in the Options list and move through entries in your Phone Book or Call History. Also lets you scroll down through captions when reviewing calls.

CUST
SERV



5. CUSTOMER SERVICE Button

Our helpful Customer Service team is happy to help you set up and use your *CapTel* 800 telephone – we’re only a button push away. Pressing the CUST SERV button will automatically dial the *CapTel* help line. In an office, you may need to dial 9 first.

NOTE: *On-demand help is available during standard business hours, Monday through Friday, from 8:00am – 5:00pm CST. Help materials are also available online anytime at www.CapTel.com.*

SPEED
DIAL



SPEED
DIAL



SPEED
DIAL



6. SPEED DIAL Buttons

You can quickly dial up to three frequently-called phone numbers by pressing a Speed Dial button.

REDIAL



7. REDIAL Button

Lets you dial any of the 10 most-recently called phone numbers. Lift the handset and press the REDIAL button to dial the last phone number called. Leave the handset down and press the REDIAL button to review/dial any of the last 10 numbers called.

FLASH



8. FLASH Button

Some telephone service features like Call Waiting require a “hook flash.” The hook flash is a very brief interruption of the connection like hanging up the phone for one second. There is a brief click or silence on the line.

MUTE



9. MUTE Button

Silences the sound from your end of the conversation. When the MUTE button is pressed (red light around the button is ON), the person on the other end of your call will not be able to hear you. You will still be able to hear the caller and see captions of everything they say. To turn the Mute feature off, press the MUTE button again (red light around the button is OFF).

TONE



10. TONE Button

Allows you to adjust the sound settings of the call, letting you enhance LOW, MED, or HIGH frequency tones to find the range that you hear best.

CAPTIONS



11. CAPTIONS Button

To see captions during your call, make sure the red light around the CAPTIONS button is on. Your outgoing calls will automatically be directed through the free service that provides the captions. In 1-line mode, the CAPTIONS button must be on before you make a call in order to get captions.

2-LINE MODE: In 2-Line mode, captions can be turned On or Off at any time during a call. To turn the captions off, just press the CAPTIONS button to turn the red light off.

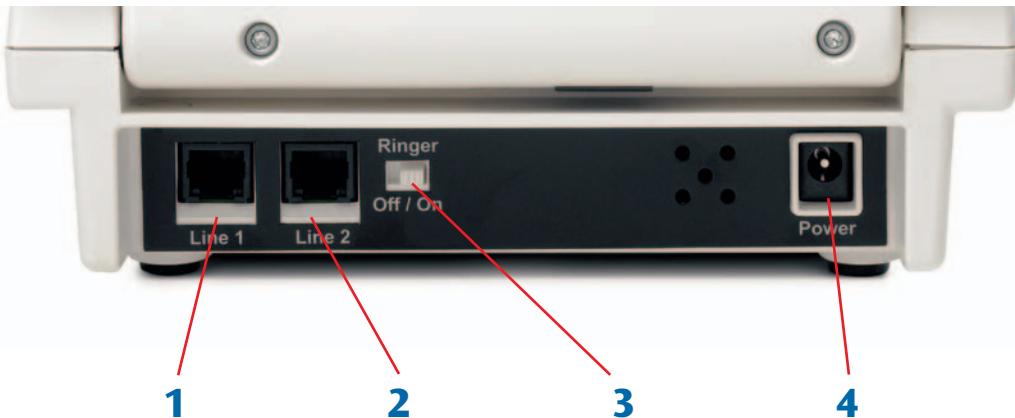


12. VOLUME Bar

Lets you adjust the volume to a comfortable level, up to a 40 dB gain from minimum to maximum for captioned calls. To increase the volume, press the ▲ right side of the VOLUME bar. To decrease the volume, press the ▼ left side of the VOLUME bar. There are 12 volume levels. Watch the light panel above the VOLUME bar for the current volume setting.

WARNING: *The maximum volume setting on captioned calls is extremely loud. People who do not need amplification should not use the phone at the highest volume setting. The volume level automatically returns to a mid-range setting when the phone is hung up.*

Back (top) edge view of *CapTel* 800



Features

1. Telephone Line 1

Plug the telephone cord into the RJ11 jack labeled "Line 1". The phone line must be analog (unless you use *CapTel* in 2-Line mode – see page 77 for details). DSL service with an appropriate filter is also supported. *CapTel* does not work with PBX systems, unless an analog port is available.

2. Telephone Line 2 (for optional 2-Line mode only)

If using 2-Line mode, plug the second telephone cord into the RJ11 jack labeled "Line 2" (the primary telephone line – the number you give people to call you – should be plugged into Line 1). The telephone line, Line 2, must be analog. DSL service with an appropriate filter is also supported.

3. Ringer switch (Off/On)

Turns audible ringer Off/On.

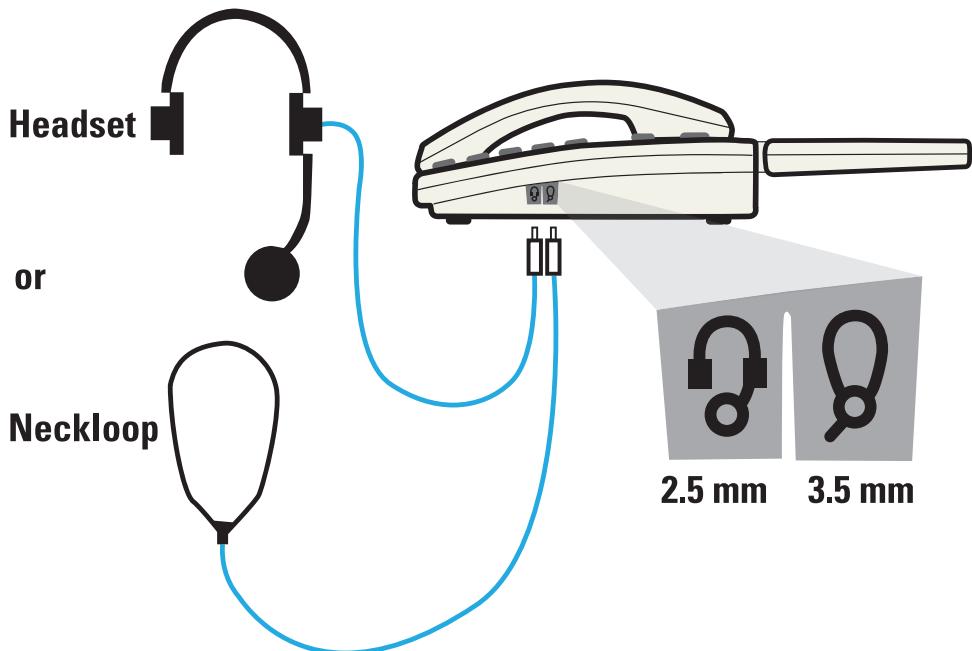
4. Power Jack

Plug AC power adapter here.

Using a Headset or Neckloop (Optional)

Audio Jacks (2.5 mm/3.5 mm)

You can use earphones, a headset, neckloop, or other type of listening device with the *CapTel* 800 to maximize the audio quality or to enjoy your new phone hands-free. Open the protective cover to access the jacks. Simply plug the headset/assistive device into the appropriate 2.5 mm or 3.5 mm audio jack located on the right edge of the *CapTel* 800 phone.



Setting up Your *CapTel* 800

Requirements

1. Analog telephone line(s) or DSL service with filter.
2. Standard electrical power (AC adapter plugs into standard wall outlet).

2-LINE MODE: To use *CapTel* in 2-Line mode, a second analog telephone line, complete with its own separate telephone number and wall jack, is required. The second line cannot be an just extension line. The second line can be very basic; it does not need additional services like long distance or Call Waiting.

STEP 1 – Select a location

Set up the *CapTel* 800 in a place where:

- There is a telephone jack nearby (must be an analog line or DSL service with a filter).
- There is an electrical outlet nearby.
- The surface it will be set on, or mounted to, is stable and secure.
- The area is protected from excessive heat or humidity.

STEP 2 – Connect to a power outlet

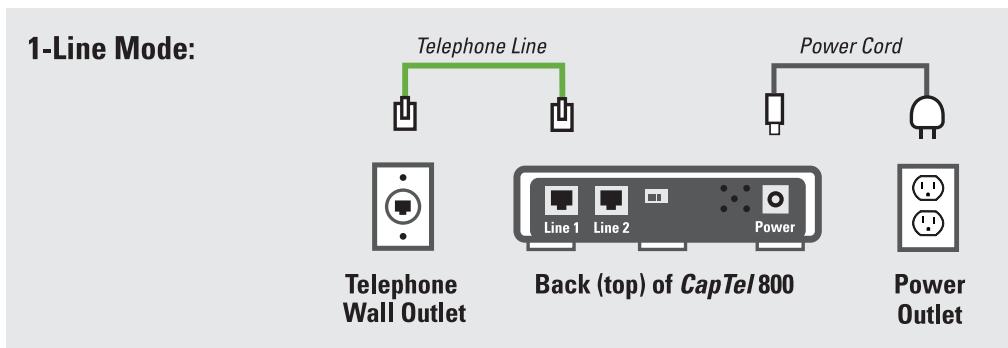
1. Plug the power adapter in the power socket labeled “Power” located on the back (top) edge of the *CapTel* 800.
2. Plug the power adapter into a wall outlet or power strip.
The *CapTel* display screen will light up to let you know power is connected.

TIP: *Plug your power adapter into an electrical power surge protector to protect your CapTel 800 from damage caused by unspecified electrical voltage or lightning.*

STEP 3 – Connect to your telephone service

1. Plug one end of the telephone cord into the telephone jack labeled “Line 1” located on the back (top) edge of the *CapTel* 800. (Use the telephone cord included with your new *CapTel* 800 phone.)
2. Plug the other end of the telephone cord into a telephone wall outlet.

- Pick up the *CapTel* handset and listen for a dial tone to make sure that the telephone service is connected properly. The Signal Meter in the lower right corner of the display screen shows when a dial tone is present (see page 24 for details).



2-LINE MODE: To use *CapTel* in 2-Line mode (optional), please see Set Up directions on page 80.

STEP 4 – Do you have Call Waiting service? If yes, please see “Setting a Call Waiting Block” on page 66.

STEP 5 – Do you have to dial a 9 or another number to get an “outside line”? If yes, please see “Dialing a Number to Get an Outside Line” on page 64.

STEP 6 – Register Your Long Distance Provider (for 1-Line Mode Only)

If you plan to make long distance captioned calls with your new *CapTel* phone, please let *CapTel* Customer Service know what long distance company you want your charges to be billed under, so that it appears correctly on your phone bill under your existing long distance service or calling plan.

If you do not inform *CapTel* Customer Service which long distance service should be used, long distance captioned calls placed on your *CapTel* phone will be billed under the same long distance service/company that your state uses for Relay calls (varies by state).

Registering your Long Distance service only affects long distance calls that are captioned. Local calls and calls to toll-free numbers are not affected. You are never charged a fee for using the *CapTel* captioning service.

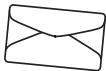
To Indicate Your Preferred Long Distance Carrier: (Select One)



- Register online at www.CapTel.com
- Email at CapTel@CapTel.com



- Call toll-free: 1-888-269-7477 (V/TTY)
- Fax to Customer Service: 1-608-204-6167



- Fill out and mail the blue Long Distance registration card that came in your *CapTel* box.

NOTE: If people call your *CapTel* phone via long distance, encourage them to register their long distance service/calling plan with *CapTel* Customer Service, too. This will ensure their long distance captioned calls to you are billed correctly on their phone bill under their existing long distance company/calling plan.

2-LINE MODE: If you use *CapTel* in 2-Line mode, you do not need to register your long distance provider. Any long distance captioned calls you make will be billed exactly the same way as your typical long distance calls are billed.

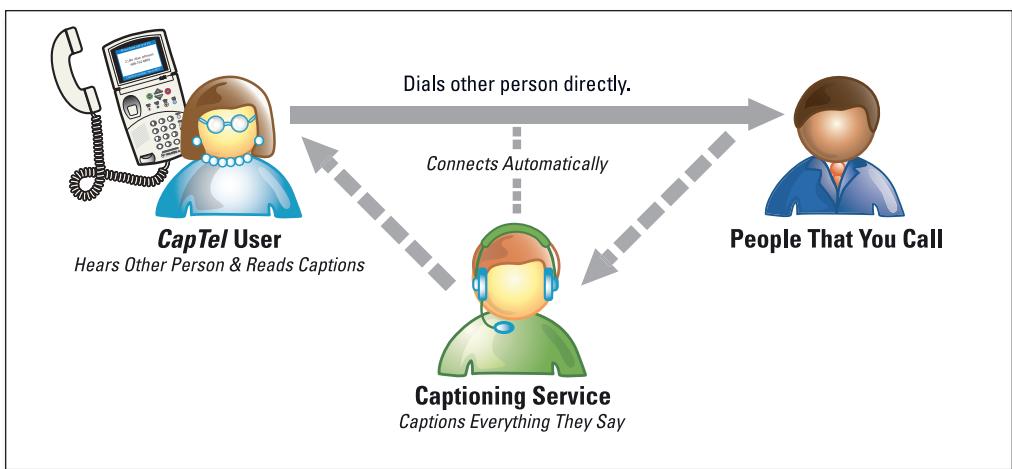
Making and Answering Calls

This section explains how to place outgoing calls and how to answer incoming calls with your CapTel 800.

TOPICS:

- **Placing a Call with Captions**
- **Placing a Call without Captions**
- **Answering a Call with Captions (1-Line mode)**
- **Answering a Call without Captions**
- **Adjusting the Volume**
- **Adjusting the Sound – TONE**
- **Knowing When Sounds are on the Line**
- **Using Assistive Devices with *CapTel***
- **Dialing 911 (1-Line Mode)**

Placing a Call with Captions



You place a call on your *CapTel* 800 the same way as with any other telephone. As you dial, your *CapTel* phone automatically connects to the Captioning Service to show you captions during the call.

NOTE: If you are in an office setting, please see “Dialing a Number to Get an Outside Line” on page 64. If you have Call Waiting, please see page 66 for special instructions.

To place a call with captions:

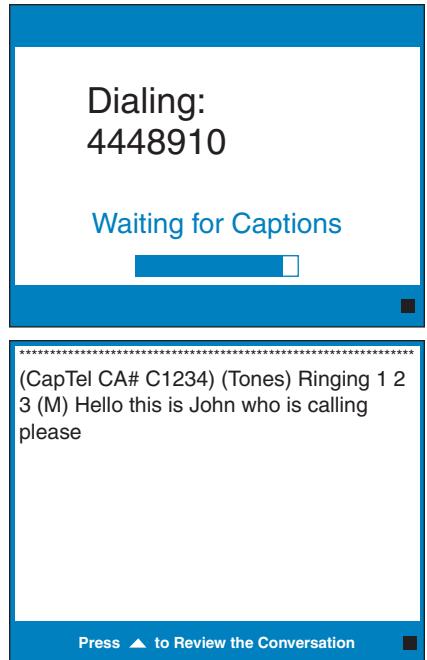
CAPTIONS Before you dial, check that the red light around the **CAPTIONS** button is on. The Captions feature must be on before you place a call in order for you to get captions. If the light is off, press the **CAPTIONS** button to turn it on.

1. Lift the handset.
2. Dial the phone number of the person you wish to call.

Dial a Number or Press Speed Dial

3. As you dial, the display screen shows the status as your *CapTel* phone connects to the captioning service, letting you know when captions are ready.
4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

When you are done with your call, hang up the handset.



TIP: Remember to dial 1 + area code if the number you are calling is long distance.

TIP: You may want to let the person you are calling know you are using a Captioned Telephone, or you may choose not to mention it. The choice is yours.

NOTE: If the Caption feature is turned off when you dial, the Captioning Service will not be connected and you will not receive captions. You cannot turn on captions manually in the middle of a call with 1-Line CapTel. If you would like captions, hang up, turn on the Caption feature, and place the call again.

Placing a Call Without Captions

Anyone can use the *CapTel* phone. If you don't need captions, turn off the feature by pressing the **CAPTIONS** button before picking up the handset:

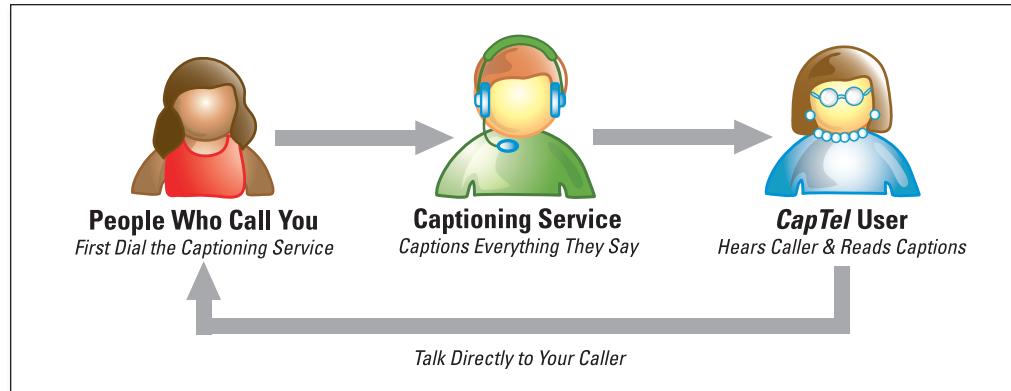


CAPTIONS

1. Press the **CAPTIONS** button to turn off the Caption feature.
Verify that the red light is off.
2. Pick up the handset.
3. Dial the number of the person you are calling.

NOTE: *When the CAPTIONS button is off, if you need a special number to get an outside line, you must enter that number before dialing the phone number. The automatic dialing prefix saved in the CapTel menu only works when the CAPTIONS button is on.*

Answering a Call with Captions (1-Line Mode)



Because the captions are provided by a Captioning Service, the person calling you must first connect with the service in order for you to receive captions during the call (1-Line *CapTel* only). Give your callers the toll-free Captioning Service Voice Number (see page 1).

1. The person calling you first dials the toll-free Captioning Service Voice Number (see page 1).
2. The caller will hear a recorded greeting that asks for your telephone number. The caller should enter your phone number and press pound (#).
Recorded greeting: *"Thank you for calling the Captioned Telephone Service. For long distance calls, be sure to register your preferred long distance provider. For additional information, press pound (#). Please enter the area code and phone number of the person you are calling followed by the pound (#) sign."*

2-LINE MODE: In 2-Line mode, your callers can dial your phone number directly; they do not need to dial the Captioning Service first. You can turn captions On/Off at any time in the call, on any call (incoming or outgoing). For directions on answering calls in 2-Line mode, please see page 83.

3. When your *CapTel* rings, the display lights up and flashes **RING**.

CAPTIONS 4. Pick up the handset. If the caller is connected through the Captioning Service, there is a pause while the service connects to your *CapTel* phone. The red light around the **CAPTIONS** button turns on and the display reads **Waiting for Captions**.

During the pause, the person calling you hears the recorded message *“Please hold, the person you have called will be with you shortly.”* During this message, the caller will not be able to hear you speak.

5. Watch the display. You may begin speaking as soon as you see that the call has connected.



NOTE: *If the call was not placed through the Captioning Service, the call will not be captioned. You cannot turn on captions manually in the middle of a call with 1-Line CapTel. The light around the CAPTIONS button will turn off during the call. If you would like captions, ask the person to hang up and call you again through the Captioning Service using the toll-free Voice Number (see page 1). Once you hang up, the light around the CAPTIONS button will turn on again.*

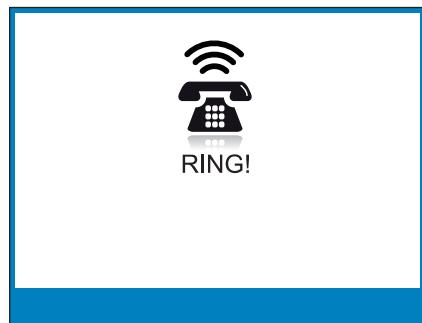
TIP: If you answer an incoming call on a phone other than the *CapTel* and you hear a beep that reoccurs throughout the call, the person who called you used the *CapTel* Captioning Service. Pick up your *CapTel* phone. It will detect the beep signal and begin showing you captions. Hang up the extension phone right away and continue the call using your *CapTel* phone. There is a 1-2 minute time limit for the *CapTel* phone to be picked up when the call is answered on another extension phone. Otherwise, the call will be disconnected.

Answering a Call Without Captions

CAPTIONS



When your *CapTel* rings, the display lights up and flashes **RING**. Pick up the handset and begin speaking. The Caption light remains off. The display remains blank unless Caller ID information is present.



Adjusting the Volume

You can increase the volume of the person's voice coming through the handset, up to a 40 dB gain from minimum to maximum on captioned calls. Watch the lights above the VOLUME bar to see what level the volume is set to.



To increase the volume (make sounds louder) during a call, press the right side of the VOLUME bar.

To decrease the volume (make sounds softer) during a call, press the left side of the VOLUME bar.

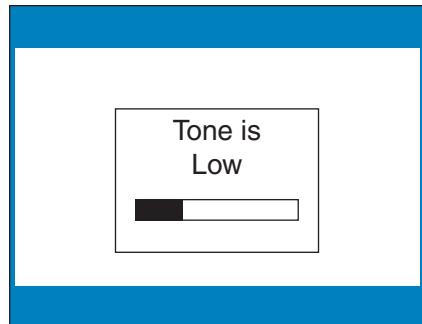
WARNING: *The maximum volume setting on captioned calls is extremely loud. People who do not need amplification should not use the phone at its highest volume setting. The volume level automatically returns to a mid-range setting when the phone is hung up.*

Adjusting the Sound – TONE

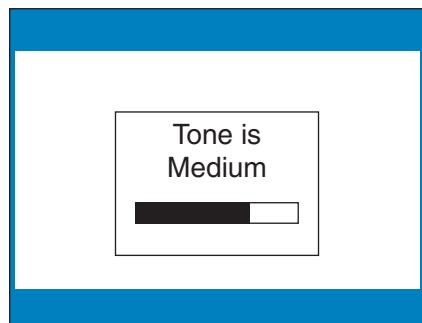
You can adjust the Tone setting to a frequency range that works best for your hearing level – to emphasize HIGH, MEDIUM, or LOW frequency sounds. The Tone setting can be adjusted during, before, or after a call. The setting will remain in effect until you change it again.



If you hear low-frequency tones better, press the **TONE** button repeatedly until you see “Tone is Low” on the display screen.

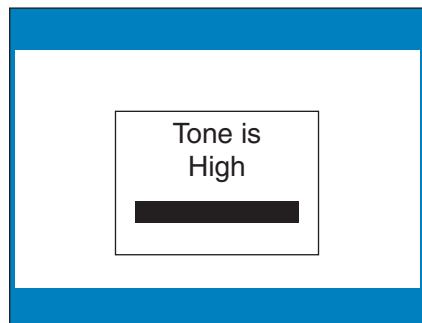


If you hear mid-range frequencies best, press the **TONE** button repeatedly until you see “Tone is Medium” on the display screen.



If you hear high-frequency tones better, press the **TONE** button repeatedly until you see “Tone is High” on the display screen.

NOTE: You can also use a headset or neckloop to enhance the sound quality. Please see page 11 for instructions.



Knowing When Sounds Are on the Line

The display screen shows you when sounds are occurring during your call with two visual indicators: the Signal Meter and the Outgoing Volume Meter. These meters only appear during captioned calls.

The Signal Meter

This helpful meter lights up to indicate sounds on the handset, such as the caller's voice or a busy signal. It shows whenever a sound is coming through the handset, even if the sound is not loud enough for you to hear.

The size of this meter expands and contracts with the volume of the sound. Very loud sounds cause the meter to completely light up the whole box. Quiet sounds may cause just a single dot on the display to light up. This meter can help you gauge when a person is finished speaking or initially answers a call.



Signal
Meter

The Outgoing Volume Meter

This meter helps you see how loudly you are speaking. More of the bar lights up if you speak loudly. Less of the bar lights up if you speak quietly. You can use the Volume Meter to gauge the volume of your own voice during a call.



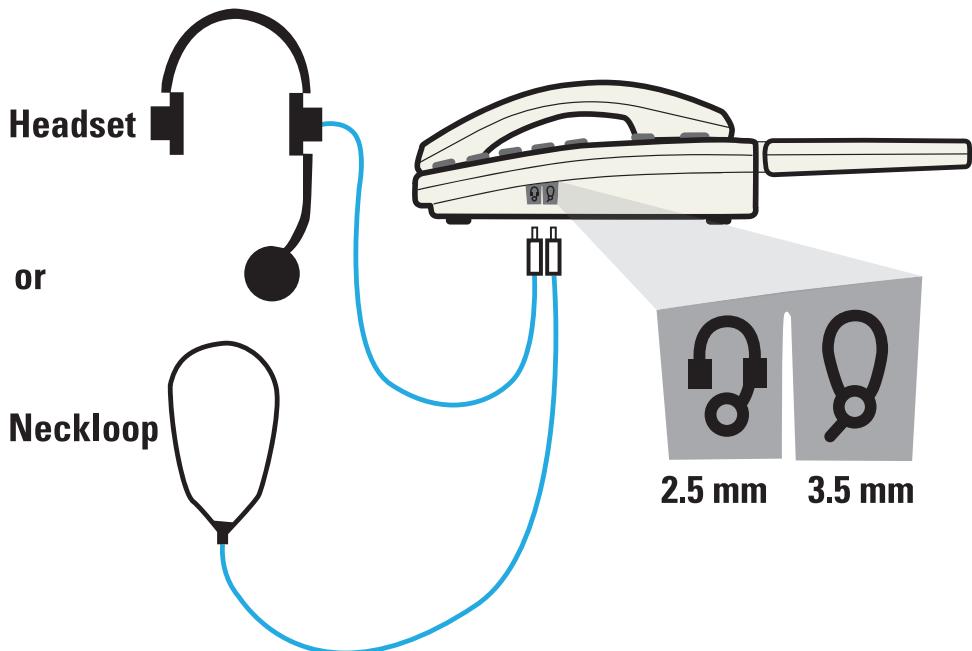
Outgoing
Volume
Meter

NOTE: *If you notice that the Outgoing Volume Meter is filling completely, you may be speaking too loudly.*

Using Assistive Devices with *CapTel*

You can use your *CapTel* phone with headsets, a neckloop, or with another type of assistive listening device to maximize the audio quality or to enjoy hands-free use. Simply plug the headset/assistive device into the appropriate 2.5 mm or 3.5 mm audio jack located on the front edge of the *CapTel* phone. Look for the small protective cover, marked with  and  symbols.

Open the protective cover to access the jacks.



Dialing 911 (1-Line Mode)

To reach help as quickly as possible in an emergency, all 1-Line *CapTel* calls placed to 911 connect directly to Emergency 911 Services. 911 calls are not routed through the captioning service. This means:

- Emergency 911 calls are not captioned in the same manner as regular *CapTel* calls.
- Emergency 911 calls are treated as Voice Carry Over (VCO) calls during which the 911 call-taker can hear everything you say, and then types his/her response which appears on the *CapTel* display screen.
- You speak directly into the handset, as you would with any other *CapTel* call. The 911 call-taker will hear everything you say. You will not be able to hear the call-taker, but he/she can type instructions to you, which will appear on the *CapTel* display screen.
- Watch the *CapTel* display screen for information.

2-LINE MODE: If you use your *CapTel* phone in 2-Line mode, calls to 911 are handled exactly the same as if you called from any other phone connected to your telephone service, plus you get captions of the call directly from the *CapTel* Captioning Service. For detailed instructions about your phone service and 911, please check with your telephone service provider.

SECTION 3

Viewing Captions

This section explains how to adjust and review conversation captions.

TOPICS:

- **Reviewing Captions During a Call**
- **Reviewing Captions After Hanging Up**
- **Saving Conversations**
- **Deleting All Conversations**
- **Changing the Caption Font Size**
- **Setting the Color of the Captions**
- **Adjusting the Brightness of the Display Screen**

Reviewing Captions During a Call



While on a call, press the **UP** button to scroll back through captions that appeared earlier in the conversation. Use the **UP** and **DOWN** buttons to scroll backwards and forwards through the captions. You can continue talking or listening to your caller while you review captions.

Everything the other party says will continue to be captioned, even while you are looking back at earlier captions.

When you are ready to return to the live conversation captions, press the **NO** button. Anything the other party said during the time you were reviewing captions will appear, and the live captions will continue as usual.

You can go back again at any time during the call to review what was said. Just press the **UP** arrow button.

(CapTel CA#1234) (F) Hi Mom
how are you I am fine the
weather is so nice outside and I
am getting the garden ready
what have you been up to oh
that is nice did you have fun oh
he's fine he's getting bigger mom
he grew another inch

Press NO to return to Conversation

Reviewing Captions After Hanging Up

To review captions after your conversation is ended and the phone is hung up:



1. With the handset hung up, press the **YES** button to see Options.



2. Press the **DOWN** button repeatedly until **Conversation Options** is highlighted. Press the **YES** button to select.



3. Press the **YES** button to select **Review Conversations**. You will see captions of your conversations, with the most recent call on the bottom of the screen. Previous conversations may appear further up the display screen.



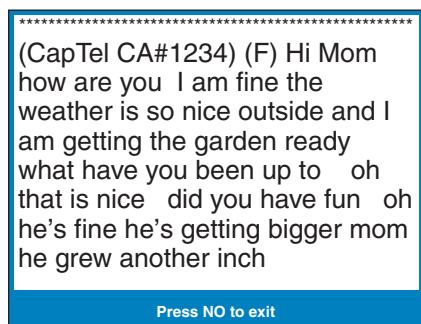
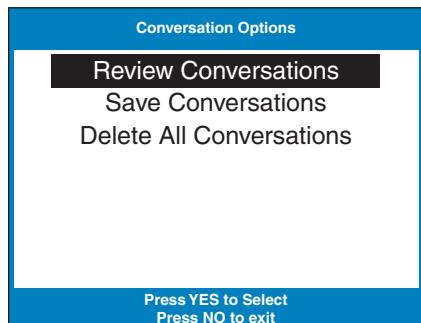
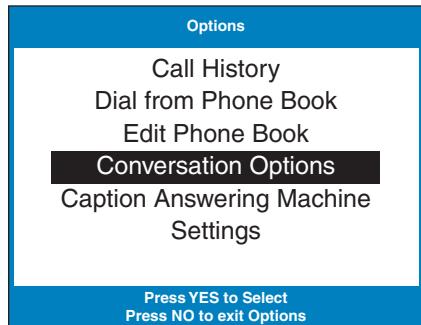
4. Press **UP** or **DOWN** button to scroll through the saved conversations.



5. When you are done, press **NO** to exit out of REVIEWING CAPTIONS.



6. Press the **NO** button repeatedly to exit out of the menu system.



NOTE: Your CapTel phone comes with the Save Conversations feature enabled, letting you view conversation captions after you've hung up the phone. To turn off this feature, please see page 30. If you turn off the Save Conversations feature, all conversation captions will be erased every time you hang up the phone.

Saving Conversations

You can set your *CapTel* phone to Save Conversations after the call has ended and the phone is hung up. This allows you to go back and review what was said after you've hung up. You can review up to 480 lines of conversation captions. Or, you can have captions erased every time the phone is hung up. The default setting is to Save Conversations after the call has ended.

To change the Save Conversations setting:

1. With the handset hung up, press the **YES** button to see Options.

2. Press the **DOWN** button repeatedly until **Conversation Options** is highlighted. Press the **YES** button to select.



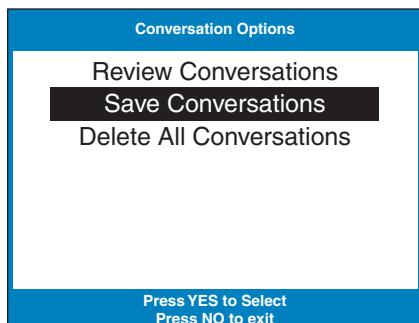
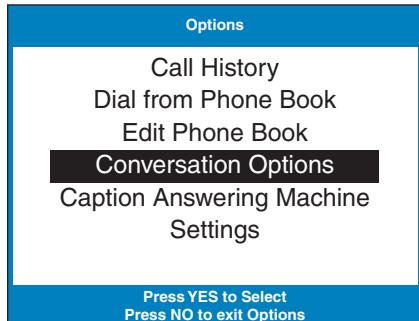
3. Press the **DOWN** button until **Save Conversations** is highlighted. Press the **YES** button to select.



4. Press **UP** or **DOWN** button to select **Enabled** or **Disabled**.

Enabled saves conversation captions after the call is finished and the phone is hung up.

Disabled erases the conversation captions after every call.



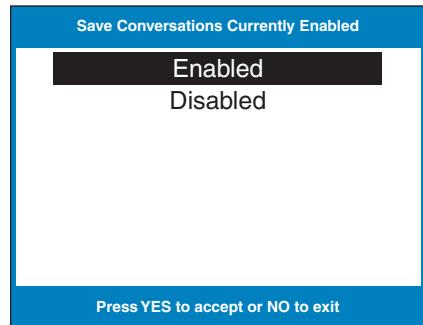


5. After making your selection, press the **YES** button to accept or the **NO** button to exit out of Conversation Options.



6. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: *Setting will remain Enabled/Disabled until you change it again.*



Deleting All Conversations

You can delete all conversation captions stored in memory. To delete your saved conversations:



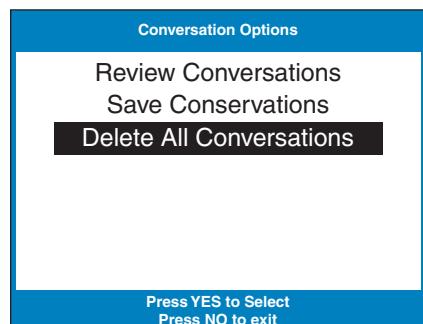
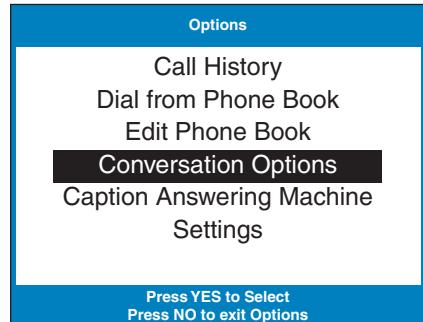
1. With the handset hung up, press the **YES** button to see Options.



2. Press the **DOWN** button repeatedly until **Conversation Options** is highlighted. Press the **YES** button to accept.



3. Press the **DOWN** button until **Delete All Conversations** is highlighted. Press the **YES** button to accept.

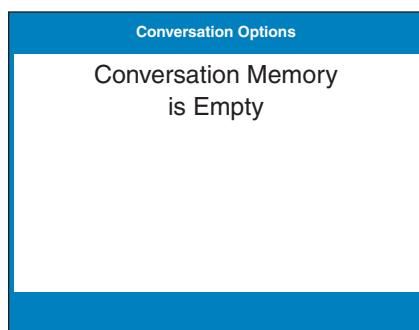
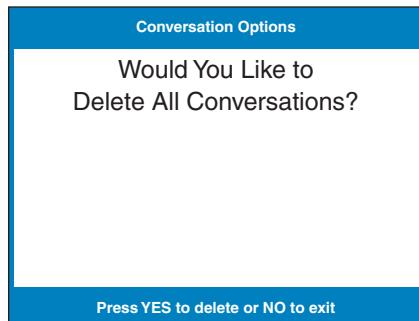




4. The display screen asks if you'd like to **Delete All Conversations?**
Press the **YES** button to delete captions. Or, press the **NO** button to exit.



5. Press the **NO** button repeatedly to exit out of the menu system.



Changing the Caption Font Size

You can adjust the font size of the conversation captions to be larger or smaller, making the captions easier to read. You need to change the font size before or after a call. You cannot change the font size during a live captioned call.

WARNING: *Changing the font size will delete all previously saved conversations.*

To change the caption font size:



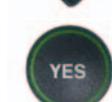
1. With the handset hung up, press the **YES** button to see Options.



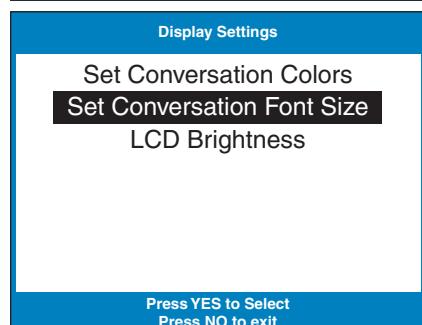
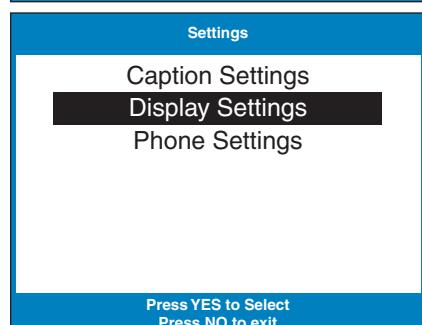
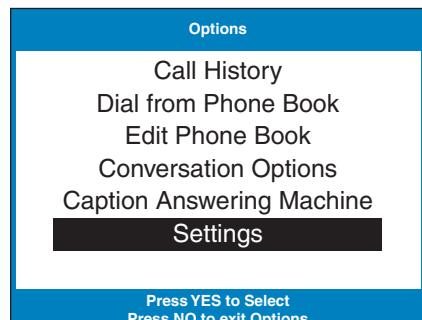
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** button until **Display Settings** is highlighted. Press the **YES** button to select.



4. Press the **DOWN** button until **Set Conversation Font Size** is highlighted. Press the **YES** button to select.



5. The display screen shows what the current font size setting is.
6. Press **UP** or **DOWN** buttons to select the font size you want: **SMALL**, **MEDIUM**, or **LARGE**.
7. Once you've selected the font size, press the **YES** button to accept or press the **NO** button to exit.
8. Press the **NO** button repeatedly to exit out of the menu system.



NOTE: You need to adjust/select the caption font size before or after a call. You cannot adjust the caption font size during a live call.

NOTE: Changing the font size applies only to conversation captions. The font size and style for your CapTel 800 menu Options always remains the same.



Setting the Color of the Captions

You can change the color of the caption font and the background color on the display screen to a color combination that you prefer. This can only be done before or after a call. Caption colors cannot be changed during a live captioned call. Color choices include: WHITE, RED, GREEN, BLUE, CYAN, MAGENTA, GRAY, BLACK OR YELLOW. Changing the color will apply to saved captions as well.

NOTE: *Changing the font/background color applies only to conversation captions. The font size and style for your CapTel 800 menu Options always remains the same.*

To change the caption font and background color:



1. With the handset hung up, press the **YES** button to see Options.



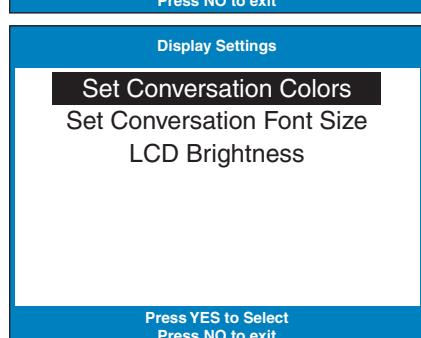
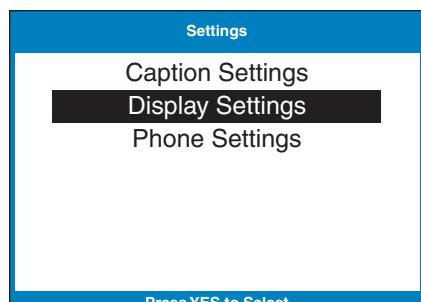
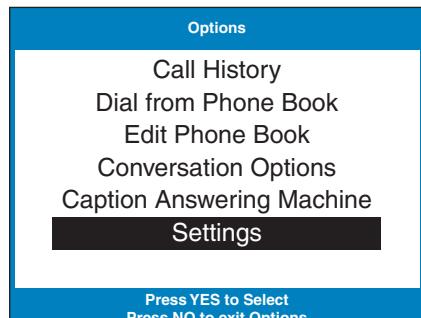
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** button until **Display Settings** is highlighted. Press the **YES** button to select.



4. Make sure that **Set Conversation Colors** is highlighted. Press the **YES** button to select.





5. The display screen shows what the current text color and background color are set to, with an ▶ pointing toward the **Text Color** setting. Press the **YES** button to select **Text Color**.



6. A color palette appears on the bottom of the display. Use the **UP** and **DOWN** arrow keys to move through the various font color choices. When you find a font color you prefer, press the **YES** button to accept.

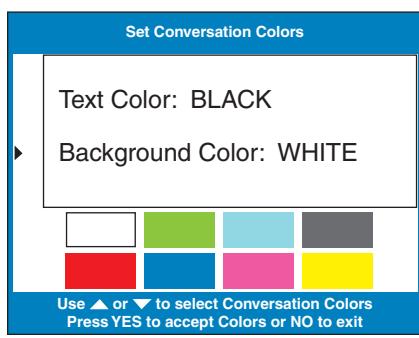
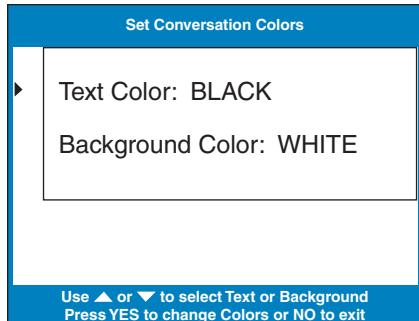


7. The display ▶ moves down to indicate **Background Color**. Press the **UP** and **DOWN** arrow keys to move through the various background color choices. When you find a background color you prefer, press the **YES** button to accept.



8. Press the **NO** button repeatedly to exit out of the menu system.

NOTE: Whichever color you select for text will not be available as a background color choice.



Adjusting the Brightness of the Display Screen

You can adjust the brightness of your *CapTel 800* display screen to make it easier to read in well-lit or dimly-lit environments.

NOTE: *You need to adjust the brightness of the Display Screen before or after a call. You cannot set the display screen brightness during a live captioned call.*

To adjust the brightness of the Display Screen:



1. With the handset hung up, press the **YES** button to see Options.



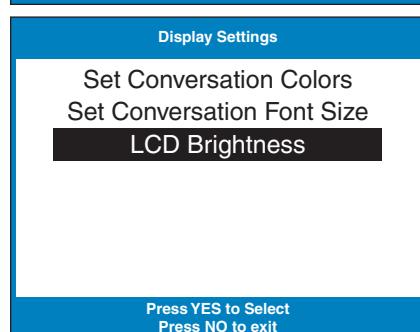
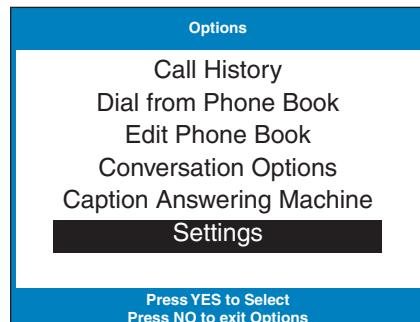
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** button until **Display Settings** is highlighted. Press the **YES** button to select.



4. Press the **DOWN** button repeatedly until **LCD Brightness** is highlighted. Press the **YES** button to select.





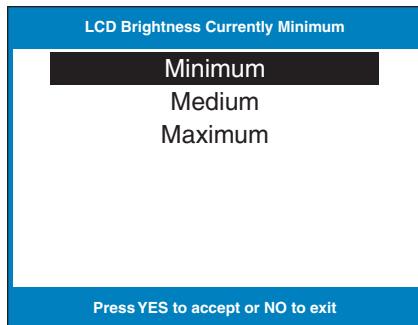
5. The display screen shows what the current brightness level is set to: Minimum, Medium, or Maximum. Use the **UP** and **DOWN** arrows to highlight the level of brightness you would like. Press the **YES** button to select.



NOTE: *The display screen will change brightness levels as you select the options.*



6. Press the **NO** button repeatedly to exit out of the Options menu.



Call History

This section explains how to use Call History to see who has called you and to see any incoming calls that you may have missed.

TOPICS:

- **Using Call History to View Recent Calls**
- **Clearing All Caller ID Entries**

NOTE: *Call History requires Caller ID service from your phone company. If your phone service does not include Caller ID, you will not be able to view Call History with your CapTel 800.*

Using Call History to View Recent Calls

Your *CapTel* 800 phone keeps a list of the most recent incoming phone calls, including calls you may have missed.

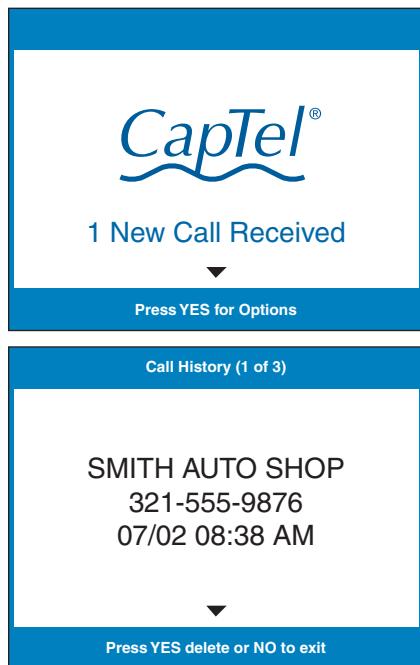
The *CapTel* display screen automatically shows you the phone number of the person who called you most recently, even if you were not there to answer the call. Depending on your Caller ID service, the display screen may also list the name of the caller. To see other callers' information saved in **Call History**, press the DOWN button to scroll back through recently received calls.

Missed Calls

Any unanswered calls appear as New Calls in the display screen.



1. To review calls, press the **DOWN** arrow button.
2. Use the **UP** and **DOWN** arrow buttons to move backwards and forwards through previous call listings.



NOTE: Once you've pressed the **DOWN** arrow button to review new calls, the "New Calls Received" display screen goes away. You can still review any Caller ID information for these calls in the Call History menu.

Previous Calls

You can review Call History information from previous calls at any time. To review recent calls in Call History:



1. With the handset hung up press the **YES** button to see Options.



2. Check that **Call History** is highlighted. Press the **YES** button to accept.



3. Check that **View Caller ID Records** is highlighted. Press **YES** to select.



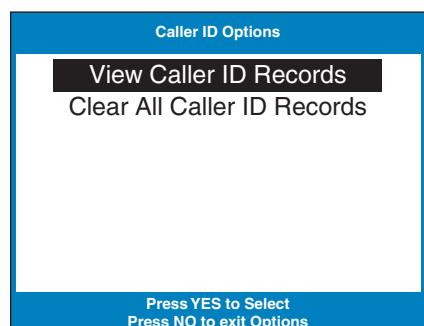
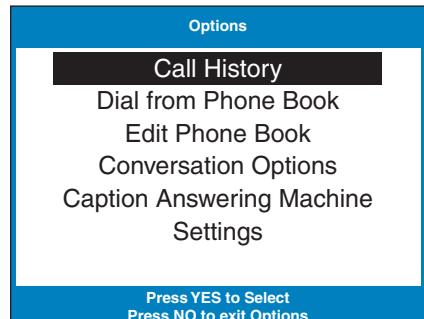
4. The *CapTel* display screen will show you a list of phone numbers of calls to your *CapTel* 800, listing the most recent call first and going back in chronological order.

5. Use the **UP** and **DOWN** arrow buttons to move backward and forward through previous call listings.

NOTE: You can delete Caller ID entries as you review them by pressing the **YES** button.



6. When you are done, press the **NO** button repeatedly to exit out of Call History.

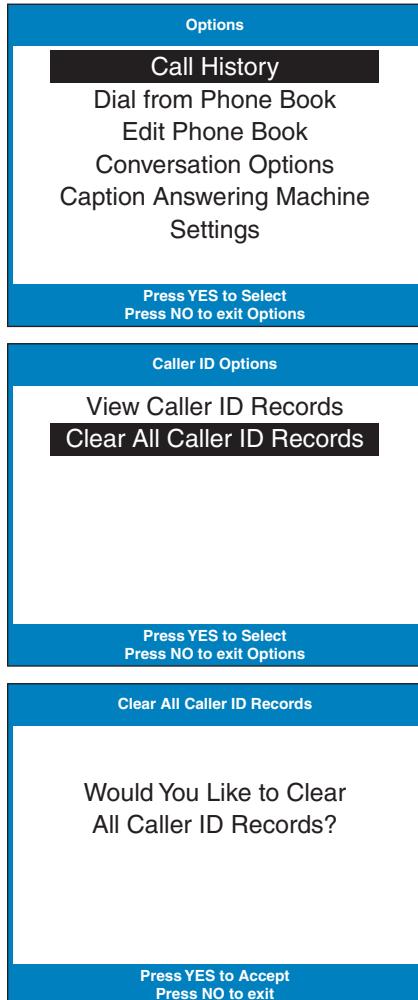


Clearing All Caller ID Entries

You can delete individual Caller ID entries as you review them (see page 41) or you can erase all Caller ID records at one time.

To clear (delete) all Caller ID entries:

1. With the handset hung up, press the **YES** button to see Options.
2. Confirm that **Call History** is highlighted. Press the **YES** button to select.
3. Use the **DOWN** button to highlight **Clear All Caller ID Records**. Press the **YES** button to select.
4. The display asks **Would you Like to Clear All Caller ID Records?** Press the **YES** button to erase all Caller ID entries, or press the **NO** button to exit.
5. Press the **NO** button repeatedly to exit out of the Options menu.



SECTION 5

Using the Phone Book

This section explains how to save frequently-called phone numbers into your Phone Book for easy dialing.

TOPICS:

- **Adding a New Contact to your Phone Book**
- **Calling a Phone Number in the Phone Book**
- **Editing an Existing Contact in your Phone Book**
- **Removing a Contact from your Phone Book**

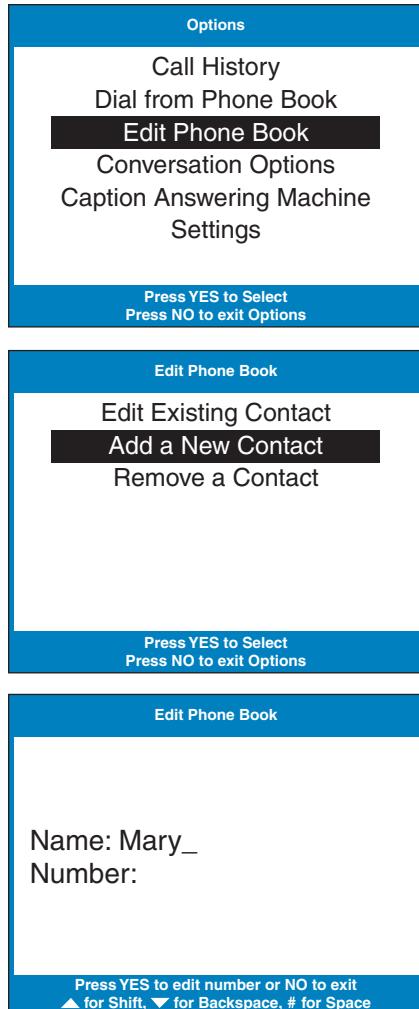
Adding a New Contact to your Phone Book

You can save 97 names and phone numbers in the *CapTel 800* Phone Book. To add a new contact to the Phone Book:

1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button until **Add a New Contact** is highlighted. Press the **YES** button to select.
4. Use the dialing pad to enter the letters of the name of the person you wish to add. Look for the letters listed on the number keys to know which number key to press. For some letters, you may need to press the number key several times until the correct letter appears on the display screen.



Example: To enter the letter “L”, press the number 5 key three times until you see “L” on the display screen.

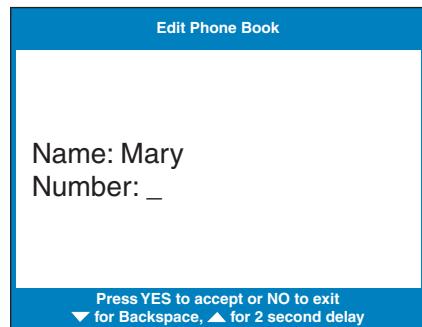


Example: To enter the name “Mary”, press the 6 key for the letter “M”, the 2 key for the letter “a”, the 7 key three times for the letter “r”, then the 9 key three times for the letter “y”. You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

TIP: Press the **DOWN** button for a backspace. Press the # button to add a space. Press the **UP** button to shift lock for capital letters. Press **UP** again to return to lower case.



- Once you have entered the contact name, press the **YES** button to advance to the Number section.
- Enter in the phone number by using the dialing pad. Use the **DOWN** button to backspace.



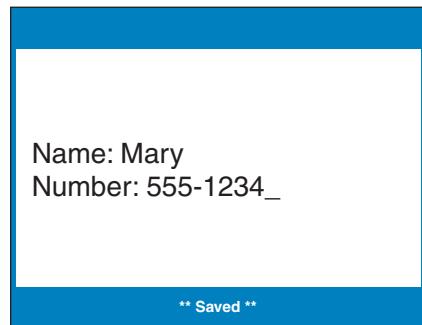
2-LINE MODE: If a dialing prefix is required to get an outside line, enter the dialing prefix first, then the phone number. Use the **UP** button to add a 2-second delay, which will appear as a comma (,). In 1-Line Mode, the dialing prefix should already be entered in the *CapTel* menu, so it is not needed here.



- When you are done entering the phone number, press the **YES** button to save your new contact information.



Press the **YES** button to enter more contact names/phone numbers, or press the **NO** button repeatedly to exit the menu system.



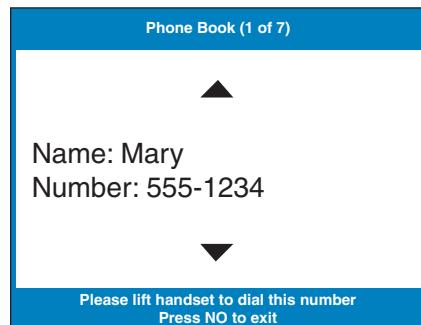
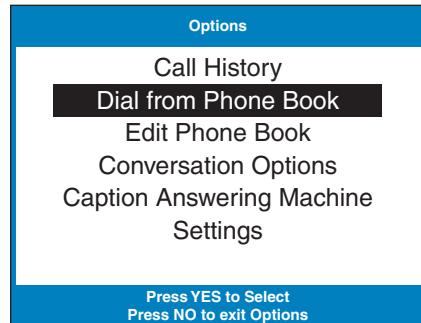
Calling a Phone Number in the Phone Book

To quickly dial any phone number listed in your Phone Book:

1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** arrow button to highlight **Dial from Phone Book**. Press the **YES** button to select.



3. The display screen shows you the first contact name and number listed in your Phone Book. Use the **UP** and **DOWN** arrows to move through the contacts in your Phone Book.
4. When you see the contact listing you want to dial, simply lift the handset. The *CapTel* phone will dial the number for you automatically.



Editing an Existing Contact in your Phone Book

To make changes to an existing contact in the Phone Book:



1. With the handset hung up, press the **YES** button to see Options.



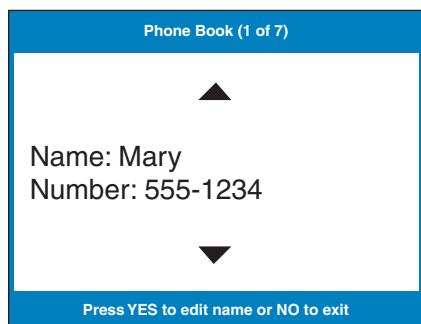
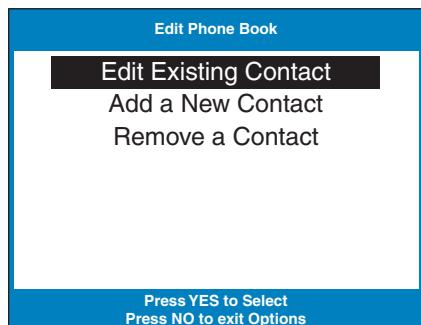
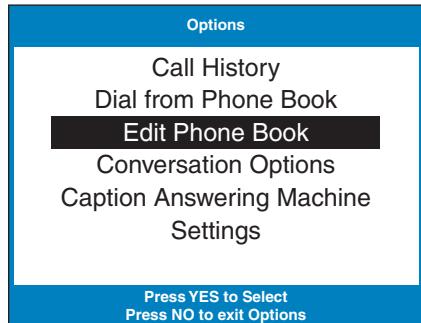
2. Press the **DOWN** button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to accept.
3. Check that **Edit Existing Contact** is highlighted.



4. Press the **YES** button to select.



5. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book. When you find the contact you wish to change, press the **YES** button to select it.





DOWN

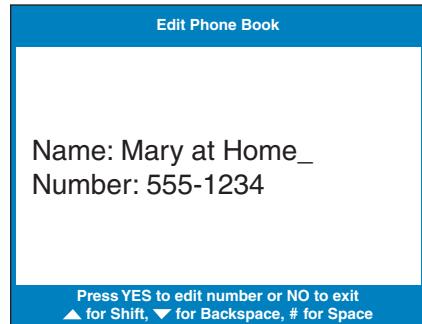
6. To edit the name, use the **DOWN** arrow button as a backspace to erase letters. You can enter new/different letters using the dialing pad. Look for the letters listed on the number keys to know which number key to press. For some letters, you may need to press the same number key several times until the correct letter appears on the display screen.



7. When you are done editing the name, press the **YES** button to move to the number.

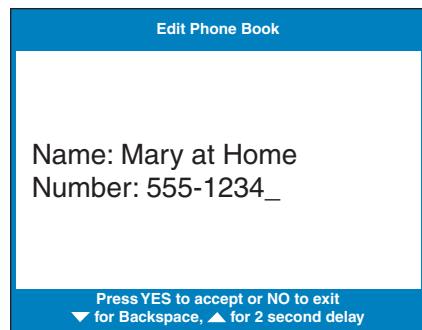


To edit the phone number, use the **DOWN** arrow button as a backspace to erase numbers. You can enter new/different numbers using the dialing pad.



Edit Phone Book

Name: Mary at Home
Number: 555-1234_



Edit Phone Book

Name: Mary at Home
Number: 555-1234_

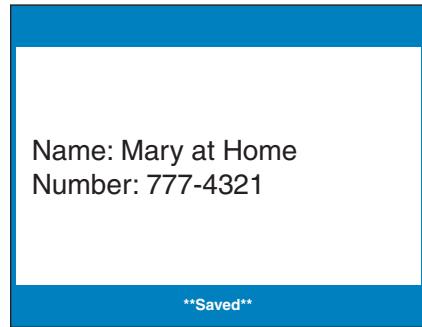
2-LINE MODE: If a dialing prefix is required to get an outside line, enter the dialing prefix first, then the phone number. Use the **UP** button to add a 2-second delay. In 1-Line Mode, the dialing prefix should already be entered in the *CapTel* menu, so it is not needed here.



8. When you are done editing the phone number, press the **YES** button to save your changes.



9. Press the **YES** button to edit more contacts in your Phone Book, or press the **NO** button repeatedly to exit the menu system.



Name: Mary at Home
Number: 777-4321

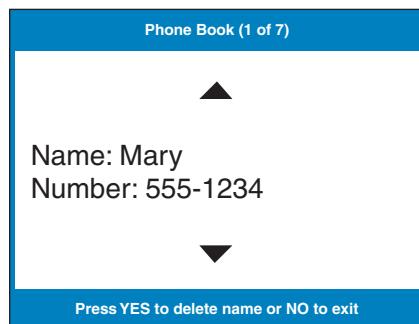
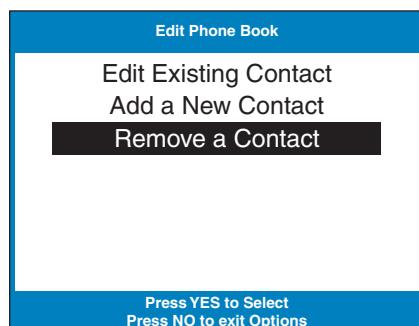
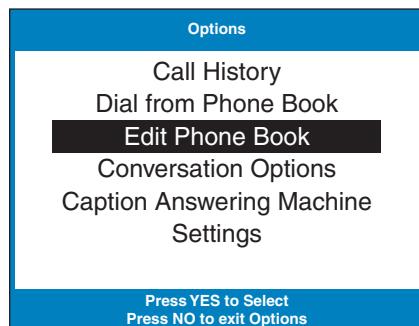
Saved

Removing a Contact from your Phone Book

To remove a contact from your Phone Book:



1. With the handset down, press the **YES** button to see Options.
2. Press the **DOWN** button repeatedly until **Edit Phone Book** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button repeatedly until **Remove a Contact** is highlighted. Press the **YES** button to select.
4. The display screen will show you the first listing in your Phone Book. Use the **UP** and **DOWN** arrow buttons to move through the various contacts in your Phone Book until you see the contact listing you wish to remove.
5. Press the **YES** button to remove the contact listing. The name and phone number of the contact person will be deleted from the Phone Book.
6. Press the **NO** button repeatedly to exit out of the Options list.



SECTION 6

Using Speed Dial Buttons

This section tells you how to set up and use the three Speed Dial buttons on your CapTel phone.

TOPICS:

- **About the Speed Dial Buttons**
- **Saving Phone Numbers in the Speed Dial Buttons**
- **Editing Phone Numbers in the Speed Dial Buttons**
- **Calling with the Speed Dial Buttons**

About the Speed Dial Buttons

You can set the three Speed Dial buttons on your *CapTel* phone to easily dial your most frequently-called phone numbers. You may want to use these buttons for emergency speed dial buttons to call the fire department or police, or to quickly reach a number you call often.

Saving Phone Numbers in the Speed Dial Buttons

SPEED DIAL

1



1. With the handset hung up, press the **SPEED DIAL** button you want to program.
2. Press the **YES** button to edit.
3. Use the dialing pad to enter the letters of the name of the person you wish to add. Use the letters on the number keys to know which key to press.

Example: To enter the name “Mary”, press the 6 key for the letter “M”, the 2 key for the letter “a”, the 7 key three times for the letter “r”, then the 9 key three times for the letter “y”. You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

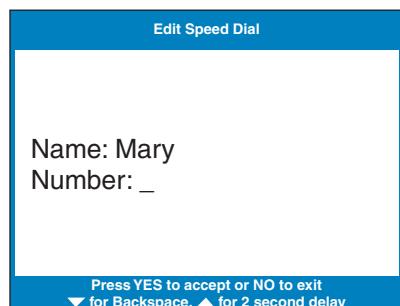
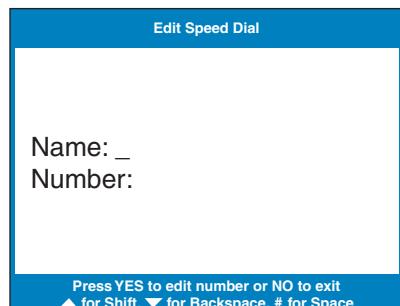
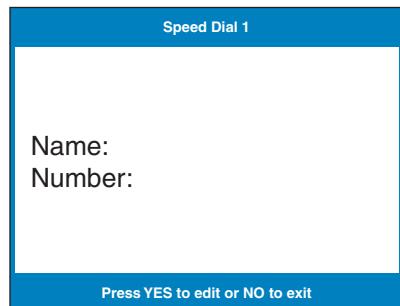


4. Press the **YES** button to advance the selection to the Number section.
5. Enter in the phone number by using the dialing pad. Use the **DOWN** button to backspace. Use the **UP** arrow button to insert a 2-second delay, which will appear as a comma (,).

2-LINE MODE: If a dialing prefix is required to get an outside line, enter in the dialing prefix then the numbers.



6. Press the **YES** button to save.



Editing Phone Numbers in the Speed Dial Buttons

SPEED
DIAL

1

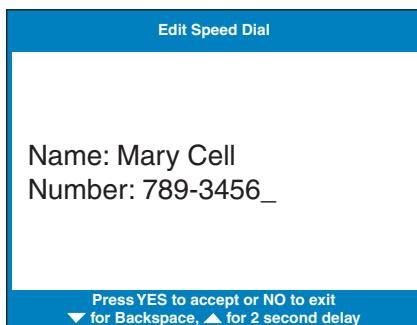
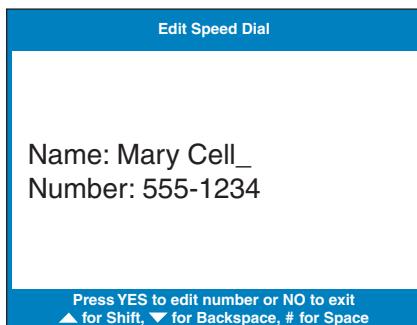
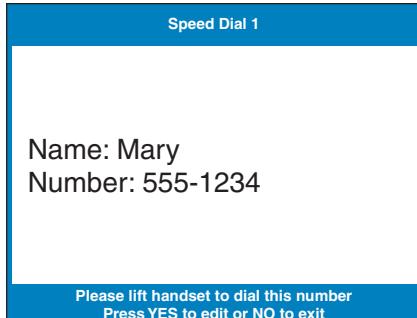


DOWN



DOWN

1. Press the **SPEED DIAL** button you wish to edit.
2. Press the **YES** button to edit the name.
3. Use the **DOWN** arrow button to backspace/erase letters in the current name. Use the number pad keys to enter a new letter or name. Press the **YES** button when you are done editing the name.
4. The cursor moves to the Number entry. Use the **DOWN** arrow button to backspace/erase numbers in the current listing. Use the number pad key to change or enter a new phone number. Use the **UP** arrow button to insert a 2-second delay, which will appear as a comma (,).
5. When you are finished making changes, press the **YES** button to accept.



Calling with the Speed Dial Buttons

CAPTIONS



SPEED DIAL

1

1. Make sure that the light around the **CAPTIONS** button is on.

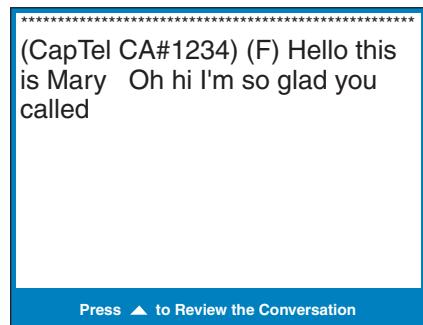
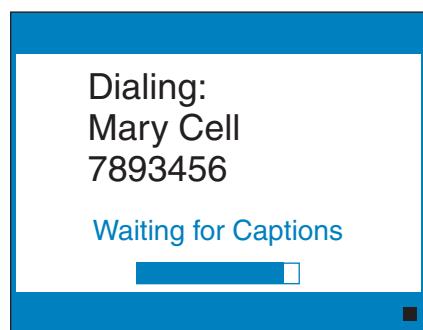
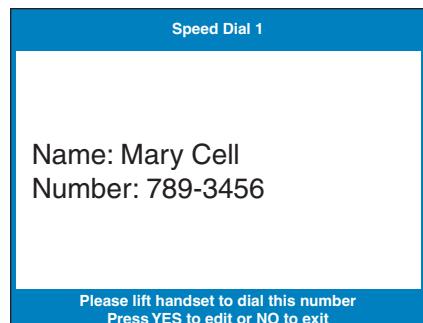
2. Press the **SPEED DIAL** key with the number that you want to call.

3. Lift the handset. Your *CapTel* phone will dial the phone number for you automatically.

4. Listen or watch the signal meter to know when someone answers. Watch the display screen for captions. Begin your conversation as you normally would.

When you are done with your call, hang up the handset.

NOTE: You can also place a call by simply picking up the handset and pressing the **SPEED DIAL** key you want to dial.



SECTION 7

Seeing Captions of Your Answering Machine and Voice Mail Messages

This section explains how to view captions of voice mail messages or messages that people leave on your external answering machine.

TOPICS:

- **Seeing Captions of Your Answering Machine Messages**
- **Connecting an External Answering Machine**
- **Seeing Captions of Your Voice Mail Messages**

Seeing Captions of Your Answering Machine Messages

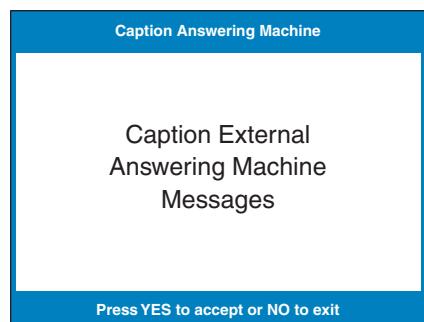
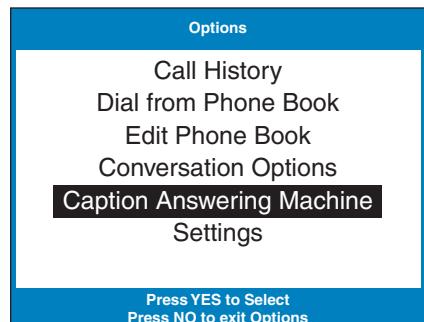
Your *CapTel* 800 can caption messages that people leave on your external voice answering machine.

NOTE: *CapTel 800 does not have a built-in answering machine. The phone does not record messages for you when you are away. For directions on how to connect your CapTel 800 to an external answering machine, see page 56.*

To get captions of your external answering machine messages:



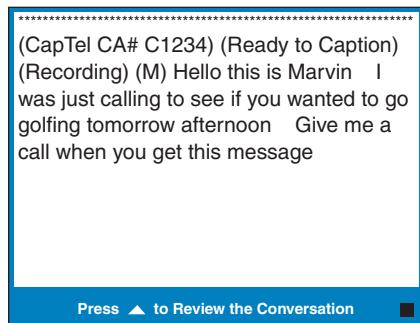
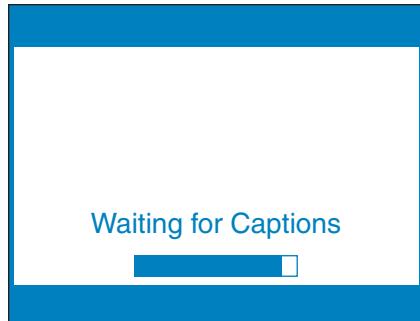
1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** button repeatedly until **Caption Answering Machine** is highlighted.
3. Press the **YES** button to select **Caption Answering Machine**.
4. The display screen shows that your *CapTel* is ready to caption messages. Press the **YES** button to accept.
5. Lift the *CapTel* 800 handset, and place it next to your answering machine speaker. Make sure the mouthpiece of the handset is next to the speaker on your answering machine. While you do this, your *CapTel* 800 connects to the captioning service.



6. Once you see that the Captioning Service is connected, press the “PLAY” button on your answering machine to play the messages aloud.

Your *CapTel* 800 will show you captions of the answering machine messages as they are played. During this time, you may use your answering machine the way you normally would to play, re-play, delete, or save messages.

When you are done listening to your messages/reading captions, hang up the *CapTel* 800 handset.



Connecting an External Answering Machine

Your new phone does not include a built-in answering machine, but you can connect the *CapTel* 800 to an external telephone answering machine (purchased separately).

Follow the instructions that came with your answering machine to connect the *CapTel* 800 phone in the same way you'd hook any other phone to the answering machine.

TIP: A Y-jack/duplex jack may be needed to connect both the answering machine and your *CapTel* phone to the telephone wall jack.

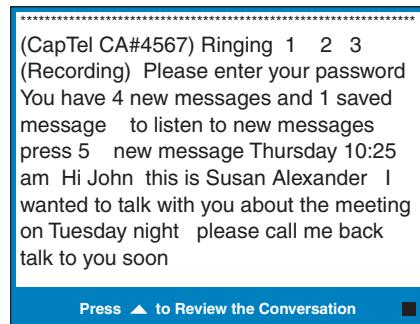
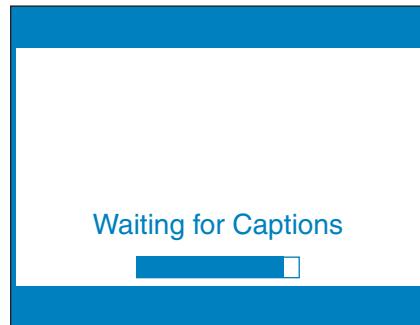
Seeing Captions of Your Voice Mail Messages

Some voice mail services allow you to dial a remote access phone number to access your voice mail messages. You should be able to access your voice mail messages remotely using the *CapTel* 800 in the same way you would with any other telephone, with the added benefit of seeing captions. The way that you access voice mail messages depends on what kind of service you use.

To get captions on voice mail messages:



1. Check that the **CAPTIONS** button is on (red light lit).
2. Lift the handset, and dial the 7- or 10-digit telephone number that you use to access your voice mail messages remotely.
3. Listen and read captions to follow the instructions to access your voice mail messages. As the messages are played, you can read captions in your *CapTel* display screen.



2-LINE MODE: With 2-Line mode, you can dial an extension number or a *-number combination to access voice mail services.

TIP: As you review voice mail messages, use the *CapTel 800* to follow any instructions from your voice mail system, such as “Press 1 to re-play messages” or “Press 2 to delete”. You do not need to wait for the captions before pressing the keys. Your *CapTel 800* will continue to display captions of everything said over the phone.



If you have any questions or difficulty using your *CapTel* to access voice mail, *CapTel* Customer Service would be happy to assist you. Press the CUST SERV button or dial 1-888-269-7477 for help.

NOTE: If calling from an office, you may need to dial 9 before pressing the Customer Service button.

Settings

This section explains how to adjust settings for the captions, the display screen, and the phone to fit your preferences.

TOPICS:

- **Setting the Captions Default On/Off**
- **Turning Spanish Captions On/Off**
- **Dialing a Number to Get an Outside Line**
- **Setting a Call Waiting Block**
- **Turning the Ringer Switch On/Off**
- **Changing the Volume of the Ringer**
- **Setting the Pitch of the Ringer**
- **Turning Keypad Lights On/Off**
- **Using Tone or Pulse Dialing**
- **Updating your *CapTel* Phone**

Setting the Captions Default to On/Off

You can change the default setting of your *CapTel 800* to always have the captions button set to ON or to always have the captions button set to OFF. Your *CapTel 800* comes with the Captions Default set to ON.

CAPTIONS



Captions Default On

When the caption default is set to ON, every outgoing call is automatically connected to the Captioning Service. The light around the **CAPTIONS** button remains lit. You will receive captions on every outgoing call.

NOTE: *In 1-Line Mode, the Caption Default does not affect incoming calls. If an incoming call is placed through the Captioning Service, you will automatically receive captions throughout the call, even if the Caption Default is set to "Off". Please see Toll-Free Captioning Service Voice Number on page 1 for the number to give your callers. If your caller does not dial through the Captioning Service, you will not receive captions during the call. The light around the **CAPTIONS** button will remain off.*

CAPTIONS



Captions Default Off

When the Caption Default is set to OFF, outgoing calls are not automatically connected to the Captioning Service. The light around the **CAPTIONS** button stays off. Calls are treated exactly like any regular telephone call, with you and the other party talking over the telephone line and no captions involved.

1-Line Mode: If captions are off at the beginning of a call, you will not receive captions throughout the call. You cannot turn captions on/off during a call.

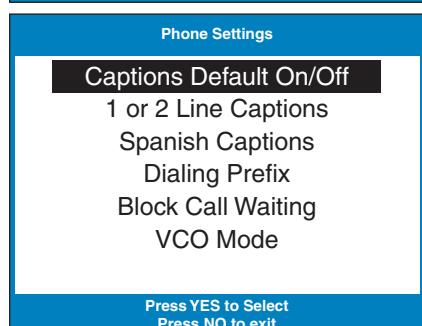
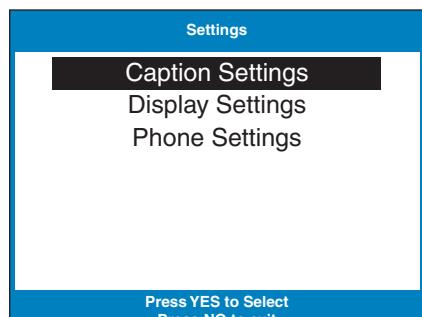
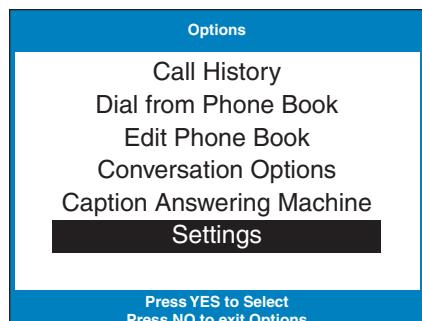
2-LINE MODE: Even if the Captions Default is set to OFF, you can turn captions on by pressing the **CAPTIONS** button at any time during the call.

NOTE: *When the **CAPTIONS** button is off (red light around the button is off) the maximum amplification level is not available.*

To change the Captions Default setting:



1. With the handset hung up, press the **YES** button to see Options.
2. Press the **DOWN** button repeatedly to highlight **Settings**. Press the **YES** button to select.
3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.
4. Check that **Caption Default On/Off** is highlighted. Press the **YES** button to select.
5. Press the **UP** or **DOWN** button to select **Captions Default On** or **Captions Default Off**.
6. Press the **YES** button to accept.
7. Press the **NO** button repeatedly to exit out of the Options menu.



Turning Spanish Captions On/Off

Your *CapTel 800* phone can display captions in Spanish for Spanish-to-Spanish conversations. Setting the captions to Spanish language changes the captions only; the Options list and other phone settings will always be shown in English.

NOTE: *Spanish captioning is available for Spanish-to-Spanish conversations only. The CapTel 800 phone does not translate from English conversations to Spanish captions or vice versa.*

To turn Spanish Captions on:

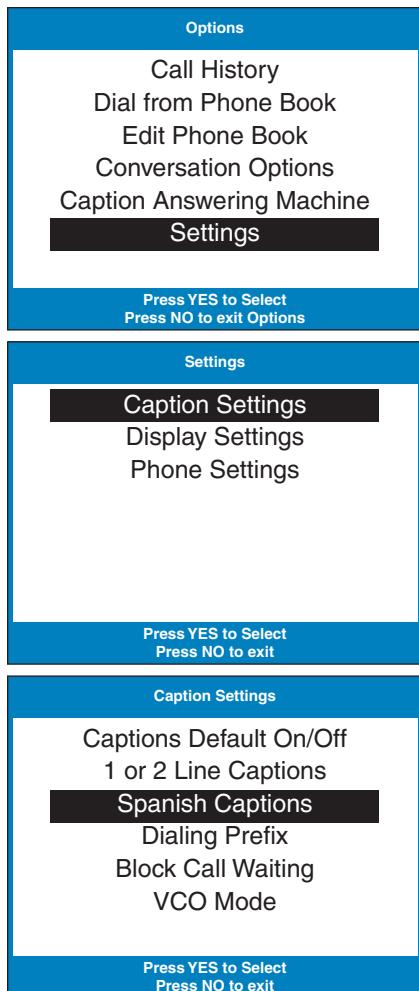
1. With the handset hung up, press the **YES** button to see Options.

2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

4. Press the **DOWN** button repeatedly until **Spanish Captions** is highlighted. Press the **YES** button to select.


5. Press the **UP** or **DOWN** button to select **Enabled** to turn on Spanish Captions or select **Disabled** to turn off Spanish Captions.

6. Press the **YES** button to accept.



7. Press the **NO** button to exit out of the Options menu.



You are now ready to make and receive calls with captions in Spanish. To make a call with Spanish language captions, lift the handset and dial the number you want to call.

Spanish Captions Currently Enabled

Enabled

Disabled

Press YES to accept or NO to exit

NOTE: Spanish Captions must be Enabled in order for you to receive captions in Spanish. If Spanish Captions are Disabled and a Spanish-speaking person calls you, their captions will not appear in Spanish. You will need to ask them to call you back in a few minutes, after you've had a chance to set Spanish Captions to Enabled.

**Spanish-to-Spanish captioning available every day from
7:00 a.m. – 11:00 p.m. CST**

Spanish-to-Spanish Captioning Calls1-866-217-3362

California Spanish-to-Spanish Only1-866-399-9090

Texas Spanish-to-Spanish Only1-800-933-5417

International Spanish-to-Spanish Captioning1-608-204-2795

Spanish CapTel Customer Service1-866-670-9134

Dialing a Number to Get an Outside Line

Is a number required to get an “outside line” before you can place a call? In some office settings, for example, you may need to dial a 9 or other number to get an outside line. This number must be entered in the Dialing Prefix menu in order for captions to work properly.

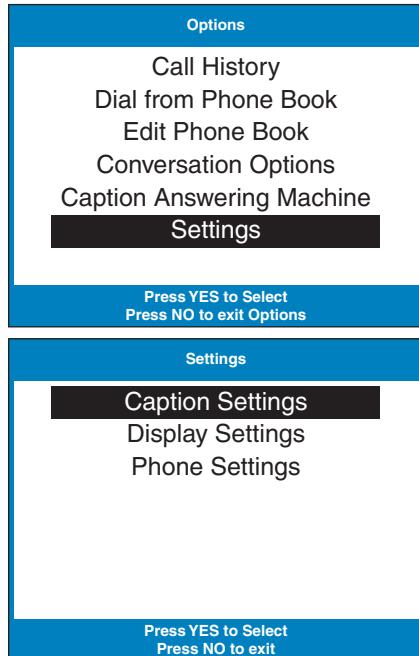
In 1-Line Mode: Your *CapTel* phone automatically enters the Dialing Prefix for you at the start of every captioned call. If the Caption feature is OFF, you will need to dial the Dialing Prefix manually before you place a call.

In 2-Line Mode: You still need to dial the Dialing Prefix manually before you place a call, even after you’ve entered the Dialing Prefix in the *CapTel* menu. The Dialing Prefix in the *CapTel* menu only applies to Line 2, the telephone line that connects to the Captioning Service.

1. With the handset hung up, press the **YES** button to see Options.

2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.


3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

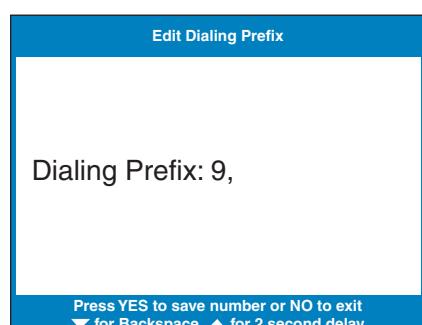
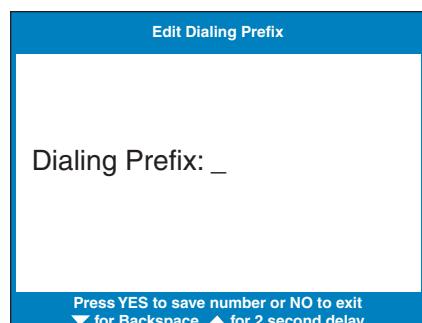
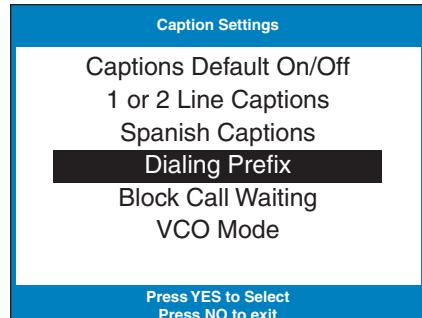





4. Press the **DOWN** button repeatedly until **Dialing Prefix** is highlighted. Press the **YES** button to select.



5. Using the dialing keypad to enter the number you need to get an outside line. Use the **DOWN** arrow button to backspace and press the **UP** arrow button to add 2-second delay, which will appear as a comma (,).
6. When the number is entered, press the **YES** button to save.
7. Press the **NO** button repeatedly to exit.



2-LINE MODE: When you place a call in 2-Line mode, you need to dial the 9 or other number to get an outside line before you dial the telephone number, even after you've entered a Dialing Prefix into the *CapTel* menu. The Dialing Prefix feature only applies to Line 2, the telephone line that connects to the Captioning Service to provide Captions. Because your calls are placed over Line 1 (the telephone line that carries the voice portion of the call), you still need to manually enter the Dialing Prefix before placing a call.

Setting a Call Waiting Block

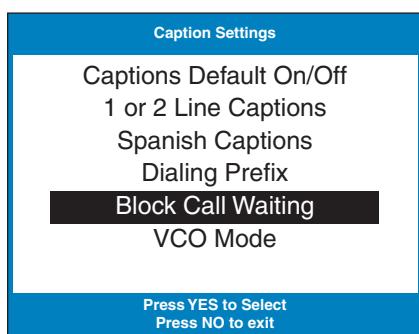
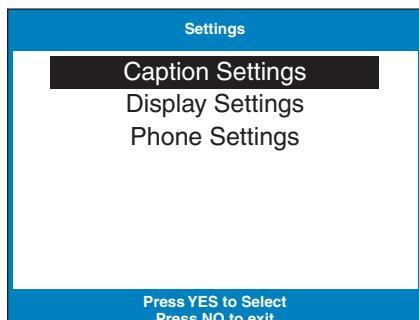
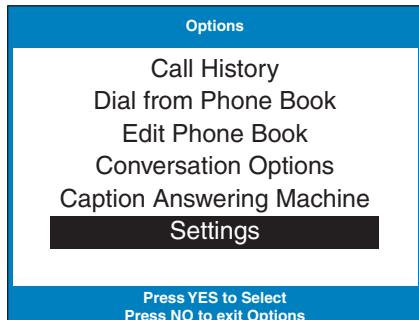
Do you have Call Waiting as part of your telephone service? Call Waiting is not supported in 1-Line mode, as it may disrupt your captions. If you have Call Waiting service, you need to set a Call Waiting Block in the *CapTel* menu. Setting a Call Waiting Block only affects captioned calls. You can still use Call Waiting when the Caption feature is off.

1. With the handset hung up, press the **YES** button to see Options.

2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

4. Press the **DOWN** button repeatedly until **Block Call Waiting** is highlighted. Press the **YES** button to select.



5. Use the dialing keypad to enter the number you need to block Call Waiting. Use the **DOWN** button for Backspace and the **UP** button to add in a 2-second delay, which will appear as a comma (,).

NOTE: *Check your local phone book for directions on blocking the Call Waiting tone in your area. Many telephone service providers use “*70” or “*70,” as the sequence to block the Call Waiting tone.*



6. When the number is entered, press the **YES** button to save.
7. Press the **NO** button repeatedly to exit.

Edit Block Call Waiting

Block Call Waiting: _

Press YES to save number or NO to exit
▼ for Backspace, ▲ for 2 second delay

Edit Block Call Waiting

Block Call Waiting: *70,

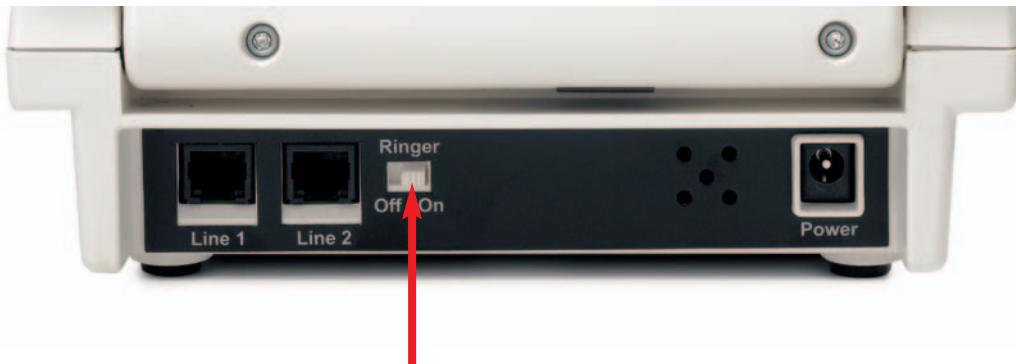
Press YES to save number or NO to exit
▼ for Backspace, ▲ for 2 second delay

NOTE: If you program a Call Waiting block but you do not have Call Waiting service your captioned calls will not dial out correctly.

2-LINE MODE: If Line 2 has Call Waiting service, you should enter a Call Waiting block to make sure that captions are not interrupted. You can still use Call Waiting service in 2-Line mode, however. See page 84 for details.

Turning the Ringer Switch On/Off

Back (top) edge view of *CapTel* 800



You can turn the Ringer off, so that no sound is made when your new *CapTel* phone rings. To turn the Ringer switch to ON or OFF, simply move the switch on the back (top) edge of your *CapTel* phone to **ON** or **OFF**.

This setting will remain the same until you change it again.

NOTE: If the Ringer switch is turned to Off, you will not be able to change the Ringer Volume or the Ringer Pitch in the *CapTel* menu Options until you turn the Ringer switch to on. The display screen will indicate that the Ringer is off.

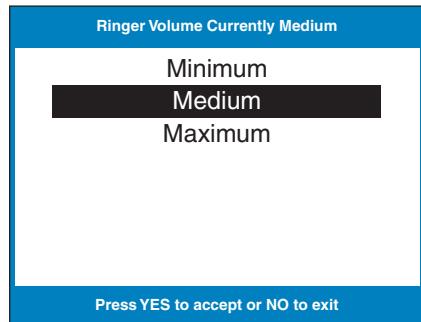
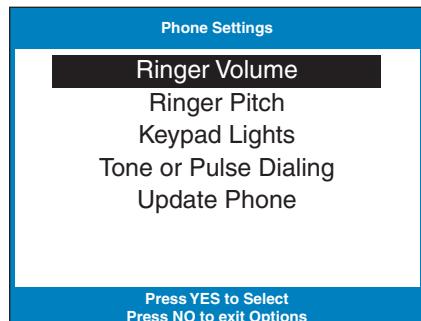
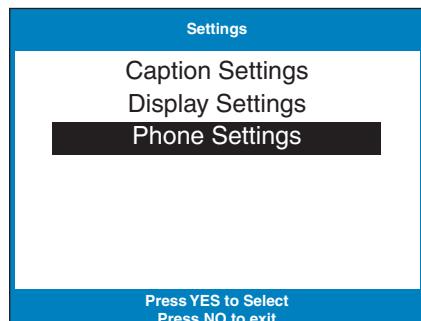
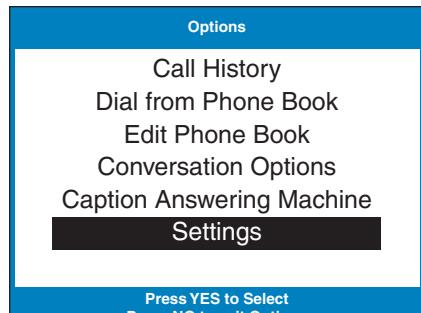
Changing the Volume of the Ringer

You can set the volume of the *CapTel* 800 ringer to the volume that you hear best. Choose from Minimum volume (105 dB), Medium volume (111 dB) or Maximum volume (117 dB).

To set the Ringer Volume:



1. Press the **YES** button to see Options.
2. Press the **DOWN** button until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button until **Phone Settings** is highlighted. Press the **YES** button to select.
4. Check that **Ringer Volume** is highlighted. Press the **YES** button to select.
5. Press the **UP** or **DOWN** button to select your desired Ringer Volume level. The ringer will ring briefly as you switch levels.
6. When the Ringer Volume you want is highlighted, press the **YES** button to accept.
7. Press the **NO** button repeatedly to exit out of the Options menu.



Setting the Pitch of the Ringer

You can select the Ringer Pitch that helps you hear best, selecting from Low, Medium, or High.

To set the Ringer Pitch:

1. Press the **YES** button to see Options.

2. Press the **DOWN** button until **Settings** is highlighted. Press the **YES** button to select.


3. Press the **DOWN** button until **Phone Settings** is highlighted. Press the **YES** button to select.

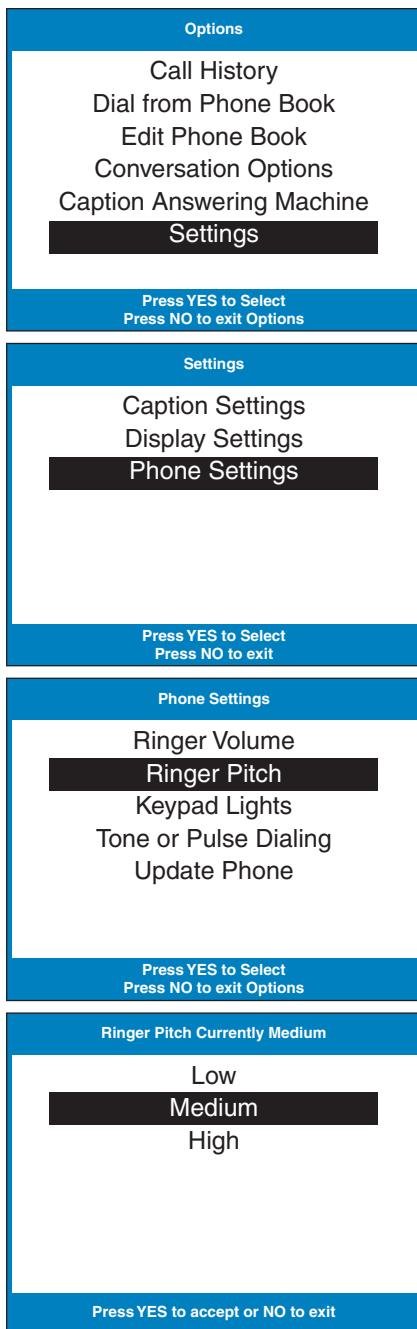

4. Press the **DOWN** button until **Ringer Pitch** is highlighted. Press the **YES** button to select.


5. Press the **UP** or **DOWN** button to select your desired Ringer Pitch level. The ringer will ring briefly as you switch levels.



6. When the Ringer Pitch you want is highlighted, press the **YES** button to accept.

7. Press the **NO** button repeatedly to exit.

Options

Call History
Dial from Phone Book
Edit Phone Book
Conversation Options
Caption Answering Machine
Settings

Press YES to Select
Press NO to exit Options

Settings

Caption Settings
Display Settings
Phone Settings

Press YES to Select
Press NO to exit

Phone Settings

Ringer Volume
Ringer Pitch
Keypad Lights
Tone or Pulse Dialing
Update Phone

Press YES to Select
Press NO to exit Options

Ringer Pitch Currently Medium

Low
Medium
High

Press YES to accept or NO to exit

Turning Keypad Lights On/Off

The *CapTel* 800 dialing keypad is lit to make it easier to see the number keys. The lights on the number keypad can be turned off in the *CapTel* Options menu. When Keypad Lights Off is selected, the lights on the number keypad go off automatically whenever the *CapTel* display screen is blank (i.e., after approximately 60 seconds of non-use.)

To turn the lights on the number keypad off:



1. Press the **YES** button to see Options.



2. Press the **DOWN** button until **Settings** is highlighted. Press the **YES** button to select.



3. Press the **DOWN** button until **Phone Settings** is highlighted. Press the **YES** button to select.

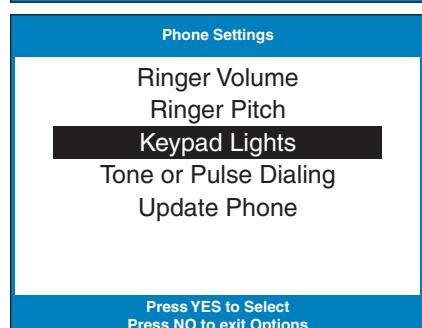
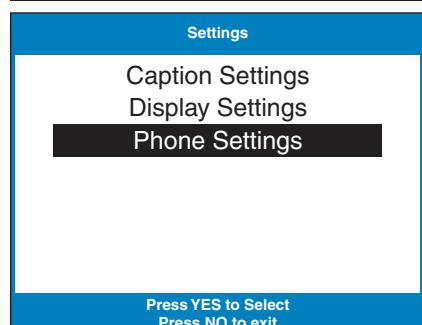
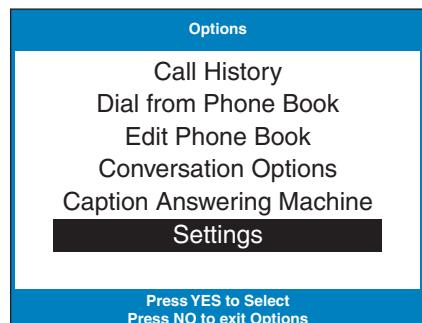


4. Press the **DOWN** button repeatedly until **Keypad Lights** is highlighted. Press the **YES** button to select.



5. Press the **UP** or **DOWN** button to turn Keypad Lights On or Off.

NOTE: When *Off* is selected, the dialing keypad lights will go off whenever the display is blank. The lights will remain on when the phone is in use.





6. Press the **YES** button to select your option, or press the **NO** button to exit.
7. Press the **NO** button repeatedly to exit out of the Options menu.

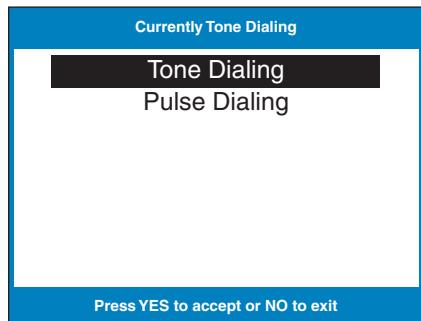
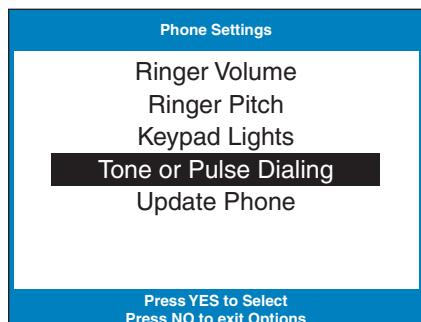
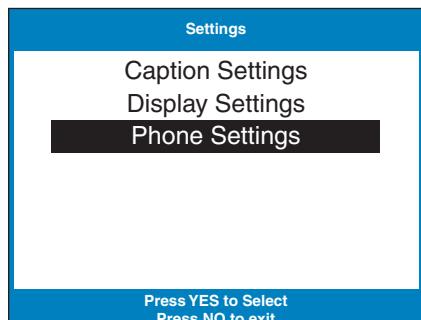
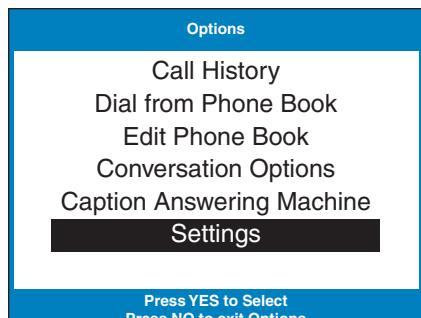


Using Tone or Pulse Dialing

The dialing mode of your *CapTel 800* phone is set to Tone dialing. To set the dialing mode to Pulse dialing:



1. Press the **YES** button to see Options.
2. Press the **DOWN** button until **Settings** is highlighted. Press the **YES** button to select.
3. Press the **DOWN** button until **Phone Settings** is highlighted. Press the **YES** button to select.
4. Press the **DOWN** button repeatedly until **Tone or Pulse Dialing** is highlighted. Press the **YES** button to select.
5. Press the **UP** or **DOWN** button to select **Tone Dialing** or **Pulse Dialing**.
6. When the Dialing mode you want is highlighted, press the **YES** button to accept.
7. Press the **NO** button to exit out of the Options menu.



Updating Your *CapTel* Phone

Occasionally, changes are made to the *CapTel* 800 software. Your phone can check whether new software is available and then perform an update as needed over the telephone line. This process ensures you will always have the latest technology for as long as you own your *CapTel* 800.

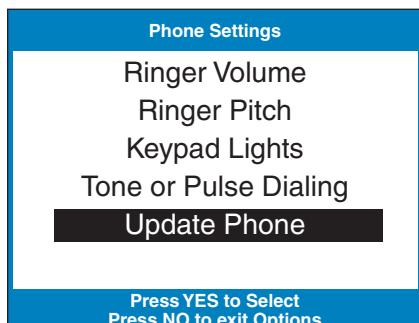
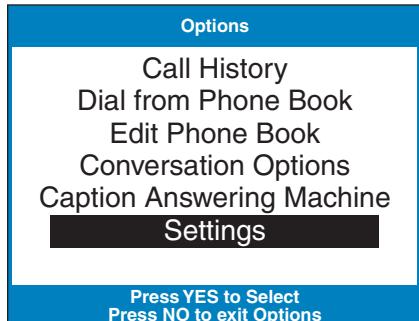
To update your *CapTel* 800 software:

1. With the handset hung up, press the **YES** button to see Options.

2. Press the **DOWN** arrow button repeatedly until **Settings** is highlighted. Press the **YES** button to select.

3. Press the **DOWN** arrow button repeatedly until **Phone Settings** is highlighted. Press the **YES** button to select.

4. Press the **DOWN** arrow button repeatedly until **Update Phone** is highlighted. Press the **YES** button to select.



5. Press the **YES** button to begin updating your phone, or press the **NO** button to exit.

NOTE: *You can set the update to begin automatically at a more convenient time. Press the UP arrow button to set up a timed delay. Select when you want the update to begin (in 1 hour, in 2 hours, etc.) using the UP and DOWN arrow buttons. Once a delay has been set, you can continue using your CapTel phone to make/answer calls. This will not disrupt the planned update process.*

6. The *CapTel* phone checks to make sure that your software is up to date. If a new software version is available, your *CapTel* phone automatically updates to the most current version, then resets itself so you are ready to make calls.

Update Phone

* Warning *

Update could take up to
30 minutes.

Press YES to Update Phone or
Press ▲ to set a Delay or
Press NO for Options

Update Phone

Connecting to Update Server
Connected to Update Server

Software Version Up To Date
No Updates Available

Using *CapTel* in 2-Line Mode (Optional)

This section tells you how to set up and use your CapTel phone in 2-Line mode.

TOPICS:

- **About 2-Line Mode**
- **Turning 2-Line Mode On/Off**
- **Turning Captions On/Off in 2-Line Mode**
- **Answering an Incoming Call in 2-Line Mode**
- **Using Call Waiting in 2-Line Mode**

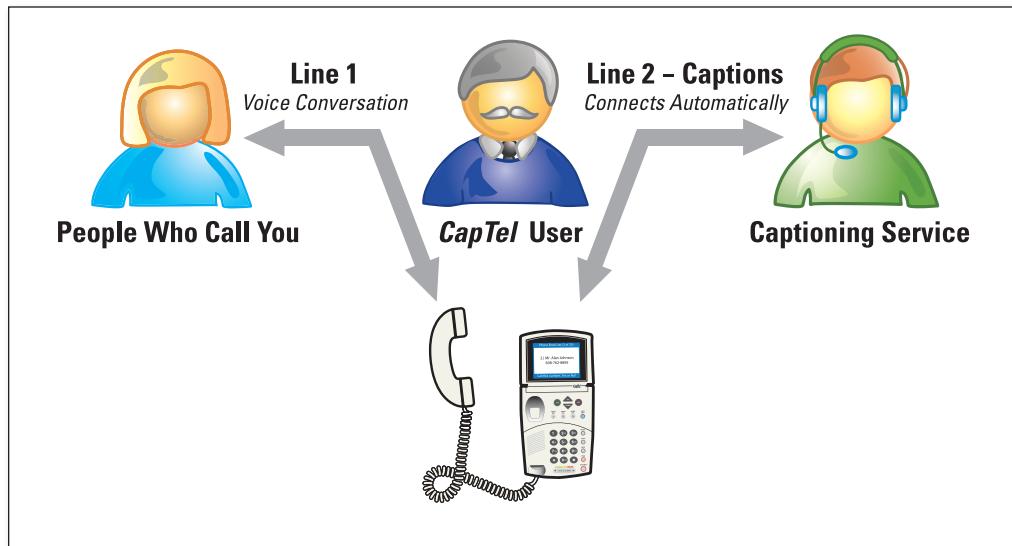
About 2-Line Mode

Your *CapTel* phone can be used with two telephone lines instead of just one telephone line. This optional method is called “2-Line mode”. Using your *CapTel* phone in 2-Line mode lets you:

- Receive captions on all incoming calls. Your caller dials your phone number directly, without having to dial the Captioning Service first.
- Turn Captions on or off at any time during a conversation.
- Get full captioning for every type of call, including emergency calls and calls through relay.
- Share a call without interrupting captions. (Others can pick up an extension line.)
- Enjoy phone services like Call Waiting.

NOTE: Using *CapTel* in 2-Line mode is optional, and requires a second analog telephone line with its own telephone number (separate from Line 1). The *CapTel* 800 phone does not require two telephone lines to work – it can be used with just one telephone line as described earlier in this user manual. However, using *CapTel* with two telephone lines gives you more flexibility, including the benefits listed above. When operating with only one telephone line, the above features do not apply.

How 2-Line Mode Works



The voice conversation is carried on Line 1, just like with any other landline telephone. During the call, Line 2 automatically connects to the Captioning Service to provide the captions. You can turn the captions on/off at any time in the call over Line 2, without affecting the voice conversation on Line 1.

Requirements for Using 2-Line Mode

Using 2-Line *CapTel* requires two separate telephone lines:

- Each telephone line needs its own separate telephone number (not just an extension or one line that supports two numbers).
- One of the lines (Line 2) must be analog, the same type of telephone line that is used by standard residential telephones. Digital Subscriber Lines (DSL) with an appropriate DSL filter are also compatible.
- The other line (Line 1) can be any type of telephone service: analog, digital cable phone service, DSL with filter, VOIP, etc.

NOTE: The *CapTel* 800 phone does NOT work with PBX digital telephone systems found in some business settings, residential facilities, or hotels/hospitals unless an analog port is available.

If you do not already have a second telephone line, arrangements for a second line should be made with your local telephone service provider. The second line can be very basic – no special features or services are needed (such as Caller-ID, long distance, or Call Waiting). Your local telephone service provider may charge for adding a second line.

NOTE: Please use the phone cord provided with the *CapTel* phone or use a similar phone cord. If you are installing the *CapTel* in an office setting, check with the telephone system administrator to ensure an analog port is available. A Digital Subscriber Line (DSL) may be used with an appropriate filter.

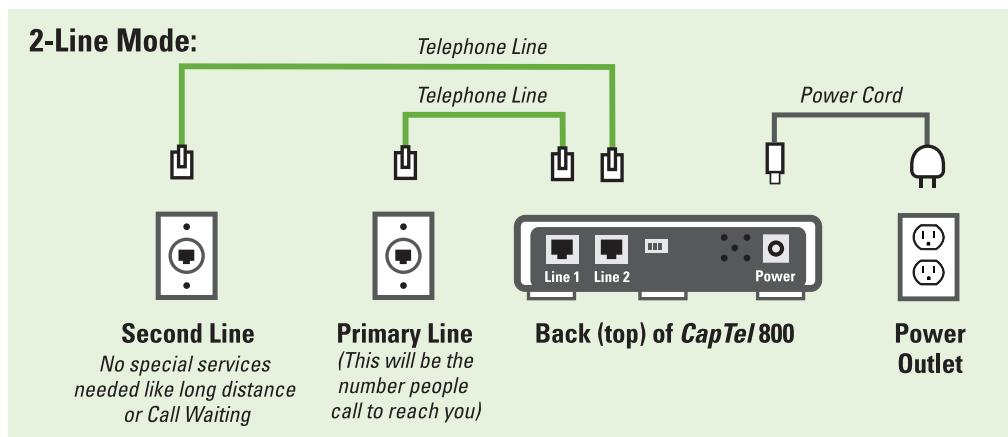
Turning 2-Line Mode On/Off

To Turn 2-Line mode on:

NOTE: You must follow this procedure to turn on 2-Line CapTel service. Simply plugging a second line into the CapTel phone will not activate 2-Line capabilities.

There are two steps to setting up your *CapTel* for 2-Line mode. First, plug the telephone lines in. Second, activate the 2-Line menu option.

Setup *CapTel* Phone for 2-Line mode



STEP 1: On the back (top) edge of the *CapTel* phone:

1. Plug the AC adapter cord into the round power jack marked "Power".
2. Plug the first telephone line cord into the jack marked "Line 1". This should be your primary telephone line, the phone number that you give callers to reach you.
3. Plug the second telephone line cord into the telephone jack marked "Line 2". This telephone line must be a standard analog phone line (or DSL with filter).

4. Plug the telephone line cords into the appropriate wall jacks and the AC adapter into an electrical outlet. Make sure that each telephone cord plugs into a separate line, each with its own telephone number, not just an extension line.

STEP 2: Activate the 2-Line Menu option:



1. With the handset hung up, press the **YES** button to see Options.



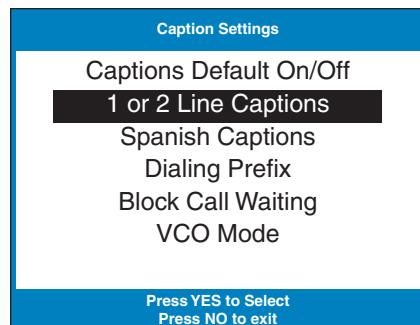
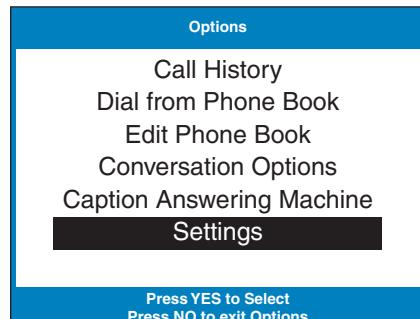
2. Press the **DOWN** button repeatedly until **Settings** is highlighted. Press the **YES** button to select.



3. Check that **Caption Settings** is highlighted. Press the **YES** button to select.

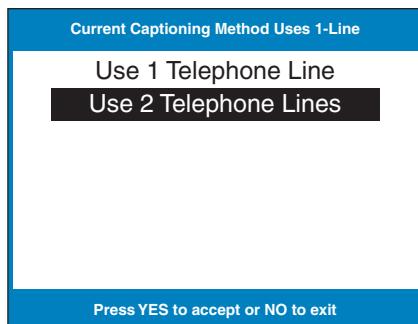


4. Press the **DOWN** button until **1 or 2 Line Captions** is highlighted. Press the **YES** button to select.





5. Press the **DOWN** button until **2 Line** is highlighted. Press the **YES** button to turn 2-Line Mode on.
6. Press the **NO** button repeatedly to exit out of Options menu.



NOTE: *If you are in an office setting, where Line 1 requires you to dial a number to reach an outside line (such as “9”), you will need to manually dial the dialing prefix before placing your call. If Line 2 also requires a dialing prefix to get an outside line, make sure you’ve entered a dialing prefix in the CapTel menu as well. See page 64 for directions.*

You are now ready to begin making and receiving calls using 2-Line Mode.

NOTE: *If you have already used your CapTel phone in 1-Line Mode, be sure to remove any Call Waiting blocks previously set in the CapTel menu.*

Turning Captions On/Off in 2-Line Mode

CAPTIONS With 2-line mode, you can turn captions on/off at any time during your call by pressing the **CAPTIONS** button. When the red light around the **CAPTIONS** button is lit, you will see captions of everything the other party says.

CAPTIONS To turn captions off, press the **CAPTIONS** button again. The red light around the **CAPTIONS** button will go off.

Answering an Incoming Call in 2-Line Mode

1. When the *CapTel* rings, **RING!** is displayed.
2. Pick up the handset to answer.

Check to see if the Captions feature is on (the red light around the **CAPTIONS** button is on).



If the Caption Feature is On

CAPTIONS



The *CapTel* phone will automatically connect the call to the Captioning Service using Line 2. After an initial delay of 12-15 seconds, captions of everything the caller says will be displayed.

NOTE: *As you answer a call, there is a delay between the time you answer and the time that captions begin, because it takes time for the phone to connect to the Captioning Service and initiate captions. The display will indicate when captions are ready. During this time, you and your caller will be able to speak to and hear each other, so you may begin your conversation if you can hear the caller clearly enough.*

You may ask your caller to hold for a moment while captions are being established or speak to the other party during this time. Or, begin your conversation when you see a **CapTel CA#** appear on the display.

If the Caption Feature is Off

CAPTIONS



The call will not start with captions. To receive captions, simply press the **CAPTIONS** button at any time during the conversation.

Verify that the **CAPTIONS** button light is on. There will be an initial delay of about 15 seconds as the phone connects to the Captioning Service. You may speak to the other party during this time. The display will indicate when the Captioning Service has connected. You will receive captions throughout the remainder of the call, or until you turn the feature off by pressing the **CAPTIONS** button again.

Using Call Waiting in 2-Line Mode

With 2-Line *CapTel*, you can use enhanced telephone features provided by your phone company such as Call Waiting that you may have as part of your telephone service. You will see captions during your first conversation and during the second Call Waiting conversation as well. You must have Call Waiting service on Line 1 in order to use this feature.

To use Call Waiting:

1. During a conversation, listen for the beep or look for (TONES) in the captions. It may indicate an incoming call with Call Waiting.
2. Inform the party you are speaking with on the initial call that you have another call on Call Waiting and ask if they would mind holding.
3. Press the **FLASH** button to switch to the second call (you will now receive captions of this call).
4. Press the **FLASH** button to return to the first call if appropriate.



I am getting the garden ready
what have you been up to oh
that is wonderful (TONES) did
you have a chance to ask about
those new seeds (TONES)

Press ▲ to Review the Conversation ■

NOTE: If Line 2 also has Call Waiting service, you should enter a Block Call Waiting code in the *CapTel* menu to make sure that captions will not be interrupted. See page 66 for details.

2-Line *CapTel*: Tips and Hints

1. As you answer an incoming call, there will be an initial delay of at least 15 seconds between the time you answer and the time that captions start. This is because it takes time to connect to the Captioning Service, which provides captions throughout the call. If you can hear the caller clearly, simply answer as you normally would. Or, you may want to ask the caller to hold for a moment until the CA# appears, indicating the Captioning Service is ready to caption your call.
2. Be sure that the second *CapTel* line (Line 2) is not in use when you place or answer a call. If, for example, you share the second line with a fax machine or with other family members/co-workers, make sure that the line is free before using the *CapTel*. Otherwise, your *CapTel* phone will not be able to establish captions over the second phone line.
3. Be sure that if you have Call Waiting on Line 2, you enter a block Call Waiting code in the *CapTel* menu. Otherwise, incoming calls to Line 2 may interrupt the captions. The Call Waiting block will only be applied to Line 2, which connects with the Captioning Service. Please see *Setting a Call Waiting Block* on page 66 for instructions on blocking Call Waiting.

In 2-Line mode, you can still use the Call Waiting feature on Line 1 (the line that carries your voice conversation) even when you have programmed a Call Waiting block in the *CapTel* menu.

4. If you are not receiving captions:
 - Check that both telephone lines are installed correctly, working, and available for use. The primary line must be in the jack marked with the wall-jack icon (Line 1) on the back (top) edge of the *CapTel* phone
 - If in an office setting, check that the dialing prefix is correct.
 - If in an office setting, make sure Line 2 properly supports 800 numbers.
5. If your phone doesn't ring on an incoming call, check to make sure the primary line they are calling is plugged into the jack labeled Line 1 on the back (top) edge of the *CapTel* phone.

Problem Solving

My *CapTel* does not ring

Check that the RINGER switch is set to ON.

Too many phones and/or computer modems in your home may exceed the “Ringer Equivalence Number” (REN) allotted by your telephone service.

Contact your telephone service provider to verify that your service is adequate for the number of phones/devices you use.

I want to make captioned calls at work, but I don't hear a dial tone when I pick up the handset.

If you need to dial a “9” or another number to get an outside line, then you must enter the “9” into the Dialing Prefix feature in the *CapTel* menu. See page 64 for details.

Leaving messages on answering machines

You may begin leaving your message as soon as you see (BEEP) on the display screen, or hear the recorded greeting end, or see the signal meter stop flashing which indicates silence after the beep.

If you receive no further information, you may assume your message was recorded. If the answering machine is capable of confirming that a message was left, you will see the confirmation message on the *CapTel* display.

Using automated (touchtone) systems

With *CapTel*, you can easily navigate through automated phone menu systems (example: press “1” for sales, press “2” for shipping, etc.). You can press number buttons at any time during a call to make selections. You do not need to wait for captions prior to pressing your selection. The Captioning Service continuously transcribes anything that is said over the phone, regardless of what you are saying or which buttons you press.

NOTE: *Some automated systems have very short response times which may disconnect you. If this happens, simply hang up and try the call again.*

Difficulty hearing over the *CapTel 800* handset

- Try adjusting the volume setting by pressing the VOLUME bar. To increase the volume, press and hold the right ▲ side of the bar. Watch the status lights above the VOLUME bar to know what the setting is. See page 22.
- Try adjusting the TONE setting to enhance different frequency sounds. Press the TONE key to emphasize HIGH, MEDIUM, or LOW frequency sounds. See page 23.
- Try using your *CapTel 800* with an assistive listening device, such as headsets or a neckloop. Plug the assistive device into the 2.5/3.5 mm audio jacks on the right side of your *CapTel 800*. See page 11.

Display screen seems to be “stuck” at Waiting for Captions status bar. Nothing seems to be happening.

- Hang up your *CapTel 800* phone and try to place the call again.
- If you are still experiencing the problem, unplug your *CapTel 800* from the power adapter, wait 10 seconds, then plug the power back in again. This “resets” the *CapTel 800*, in the same way you might “reset” a computer. Try making the call again.
- If the problem persists, please contact *CapTel* Customer Service for help.

I sometimes see a word in brackets, such as “<thank>.” What do the brackets mean?

- At times, the captioning service may make a correction in the written captions. The corrected word(s) are displayed in brackets. There may be a delay between the wrong word(s) and the correction.

CARE & SAFETY INSTRUCTIONS

Never use liquid or aerosol cleaners. Unplug the *CapTel* and wipe with a damp cloth. If necessary, use a small amount of mild soap such as dishwashing soap on the cloth.

When using your *CapTel*, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions on the *CapTel*.
3. Unplug the *CapTel* from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use the *CapTel* near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.
5. Do not place the *CapTel* on an unstable cart, stand or table. The *CapTel* may fall, causing serious damage to the phone.
6. The *CapTel* should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Do not allow anything to rest on the power cord. Do not locate the *CapTel* where people can walk on the cord.
8. Do not overload wall outlets and extension cords. This overloading can result in a fire or electric shock.
9. To reduce the risk of electric shock, do not disassemble the *CapTel*, but take it to a qualified service person when service or repair work is required. Opening or

removing covers may expose you to dangerous voltages or other risks.

Incorrect re-assembly can cause electric shock when the *CapTel* is subsequently used.

10. Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.
11. Pressing the Volume button may subject the user to dangerous volume levels.
12. Unplug the *CapTel* from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - a. When the power supply cord or plug is damaged or frayed.
 - b. If liquid has been spilled into the telephone.
 - c. If the telephone has been exposed to rain or water.
 - d. If the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the telephone to normal operation.
 - e. If the telephone has been dropped and/or damaged.
 - f. If the telephone exhibits a distinct change in performance.
13. Do not use the telephone to report a gas leak in the vicinity of the leak.

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CapTel 800 Specifications

Physical Dimensions

Size: 9" x 6.5" x 7.5"

Weight: 2 lb. 10 oz.

Power

AC Adapter: 6 Vdc, 1670 mA
(barrel is negative)

Adapter is UL/CSA listed.

Dial Pad

Large Keys: 0.75" x 0.70"

Display

Backlit, graphical LCD
color display
320 x 240 pixels

Function Buttons

3 Programmable Speed Dial
1 Customer Service Speed Dial
Redial
Flash
Mute
Tone
Caption
Volume
Up/Down/Yes/No

Controls

Conversation: Amplification
when Captions on: 0-40 dB gain
when Captions off: 0-18 dB gain
Tone
Ringer: off, low, medium, high
(0-95 dB)

Indicator Lights

Mute
Volume Levels (1 through 12)
Captions On/Off

Handset

Type: HAC (Hearing
Aid Compatible)

Dialing

Phone Book (97 entries)
Speed Dial (3 entries)
Redial (Last 10 dialed numbers)

Connections

1 or 2 Telephone lines:
requires a standard analog
landline connection (or DSL
with filter). Does not support
digital PBX system unless
analog port available.

3.5 mm Neckloop/Headset

2.5 mm Headset with microphone
AC to DC power adapter

Approvals

FCC approved
FCC registration number:
US:D8KMM00BCAPTEL80C
REN: 0.0B

Conversation Memory

Approximately 480 lines of text

FCC Information

The *CapTel* has been tested and found to comply with the specifications for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the *CapTel* and the receiver.
- Connect the *CapTel* to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. A label is located on the underside of the *CapTel* containing, among other information, an FCC registration number, US:D8KMM00BCAPTEL80C. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is 0.0B.

Should you experience trouble with this telephone equipment, please contact:
CapTel Customer Service
450 Science Drive
Madison, WI 53711
Phone: 888-269-7477 V/TTY
Email: CapTel@CapTel.com

For repair or warranty information, please contact *CapTel* Customer Service at 1-888-269-7477 (V/TTY). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

If the *CapTel* causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the *CapTel* does not disable it. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

The *CapTel* telephone does not have any user-serviceable parts. Modification or changes to the *CapTel* not expressly approved by Ultratec, Inc. can void your authority to operate the equipment.

Getting Help

If you have any questions, comments, or concerns as you use your new *CapTel 800*, we're here to help. Use any of these ways to contact us:

CUST
SERV



CUST SERV Button

Pick up the handset and press the **CUST SERV** button to automatically speed dial to our helpful Customer Service team. If you are in an office setting, you may need to dial "9" first and then press the **CUST SERV** button.

Help is available Monday-Friday during standard business hours.



Phone: 1-888-269-7477 (V/TTY)

FAX: (608) 204-6167



Mail: CapTel Customer Service
450 Science Drive
Madison, WI 53711



Email: CapTel@CapTel.com

Online: www.CapTel.com